










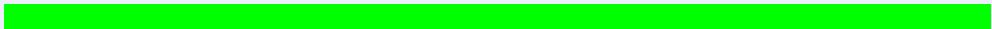

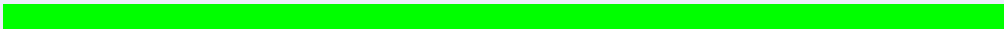




MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| Provider Number | Hospital Name | City |
|-----------------|-------------------------------------|-------------|
| 220066 | MERCY MEDICAL CENTER | SPRINGFIELD |
| 220067 | QUINCY MEDICAL CENTER | QUINCY |
| 220031 | BOSTON MEDICAL CENTER CORPORATION | BOSTON |
| 220011 | CAMBRIDGE HEALTH ALLIANCE | CAMBRIDGE |
| 220060 | JORDAN HOSPITAL INC | PLYMOUTH |
| 220073 | MORTON HOSPITAL | TAUNTON |
| 220075 | MASSACHUSETTS EYE AND EAR INFIRMARY | BOSTON |
| 220163 | UMASS MEMORIAL MEDICAL CENTER INC | WORCESTER |
| 220016 | BAYSTATE FRANKLIN MEDICAL CENTER | GREENFIELD |
| 220077 | BAYSTATE MEDICAL CENTER | SPRINGFIELD |
| 220171 | LAHEY CLINIC HOSPITAL | BURLINGTON |
| 220008 | STURDY MEMORIAL HOSPITAL | ATTLEBORO |
| 220019 | HARRINGTON MEMORIAL HOSPITAL | SOUTHBRIDGE |
| 220063 | LOWELL GENERAL HOSPITAL | LOWELL |
| 220074 | SOUTHCOAST HOSPITAL GROUP, INC | FALL RIVER |
| 220176 | ST VINCENT HOSPITAL | WORCESTER |

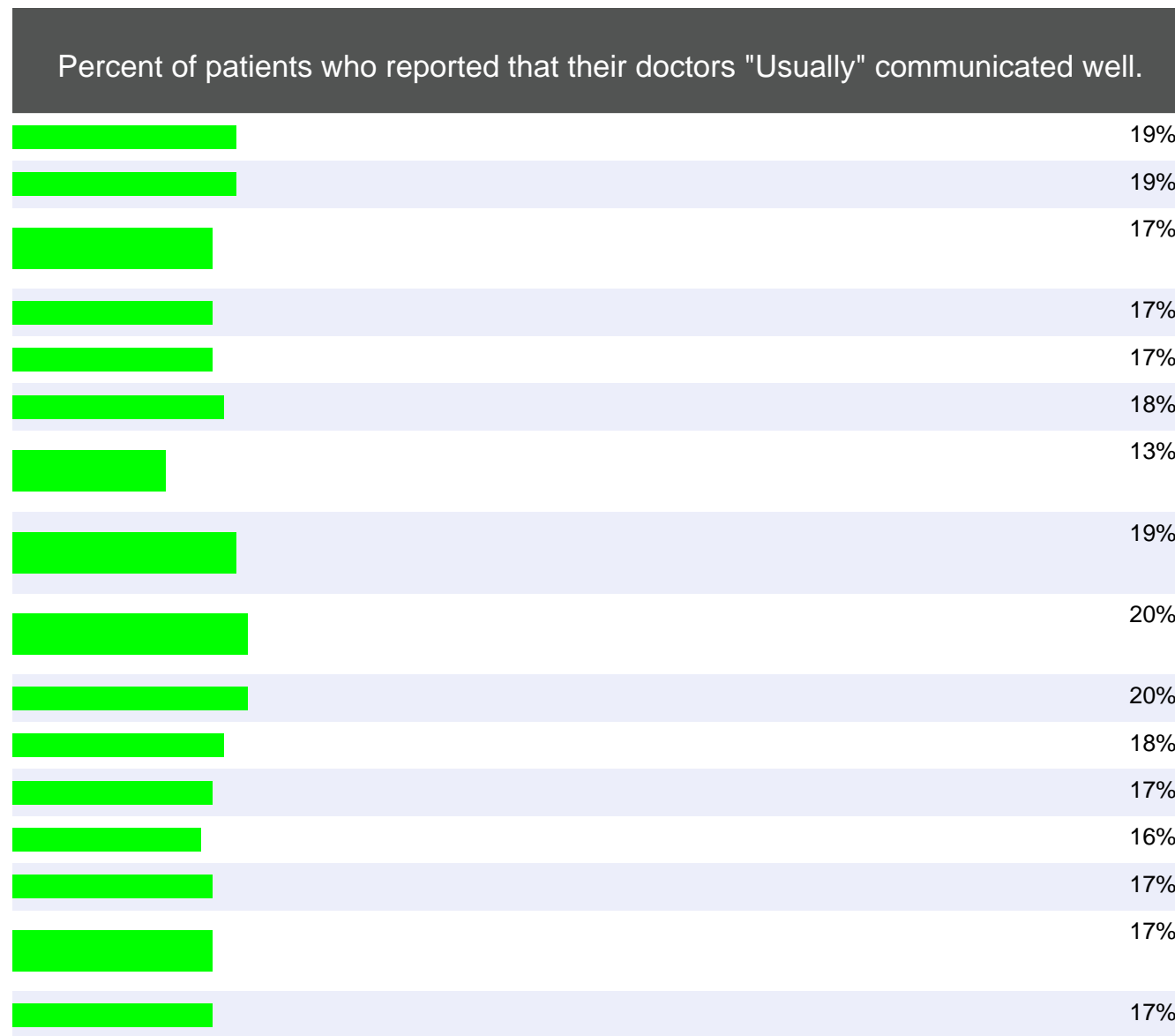
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| State | Percent of patients who reported that their nurses "Always" communicated well. | |
|-------|--|-----|
| MA |  | 71% |
| MA |  | 71% |
| MA |  | 72% |
| MA |  | 73% |
| MA |  | 73% |
| MA |  | 73% |
| MA |  | 73% |
| MA |  | 73% |
| MA |  | 74% |
| MA |  | 74% |
| MA |  | 74% |
| MA |  | 75% |
| MA |  | 75% |
| MA |  | 75% |
| MA |  | 75% |
| MA |  | 75% |

MA HCAHPS 1

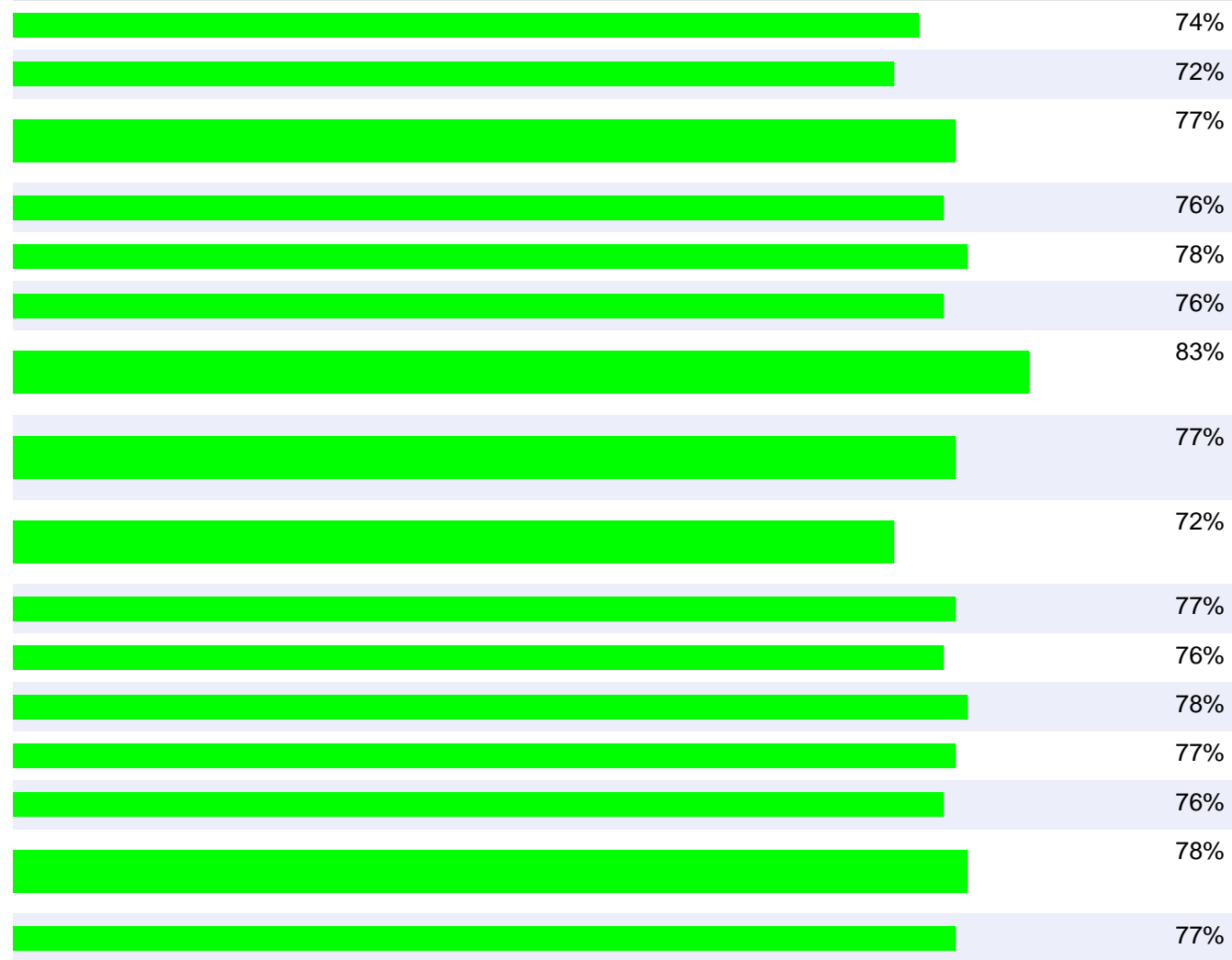
Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

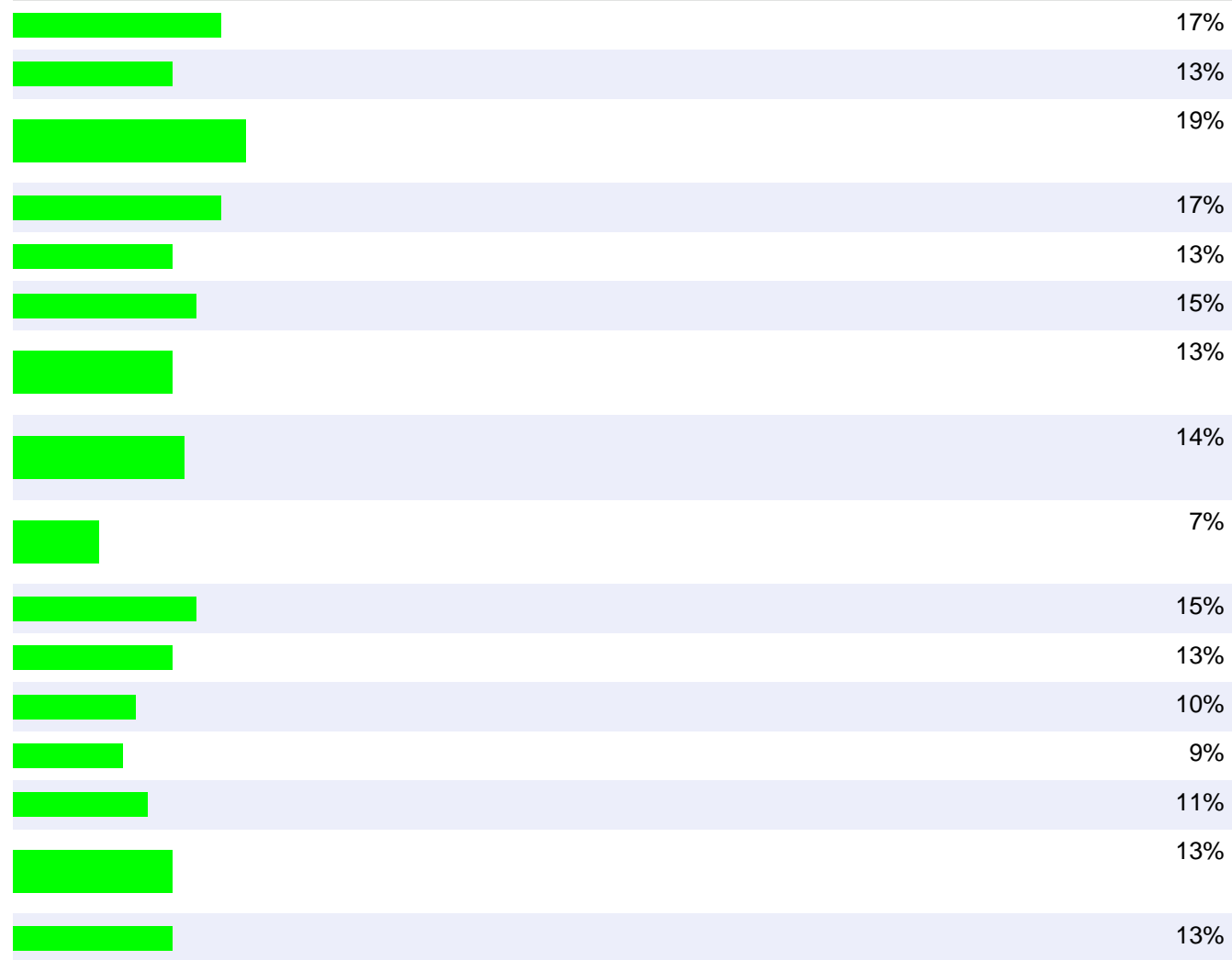
Percent of patients who reported that their doctors "Always" communicated well.



MA HCAHPS 1

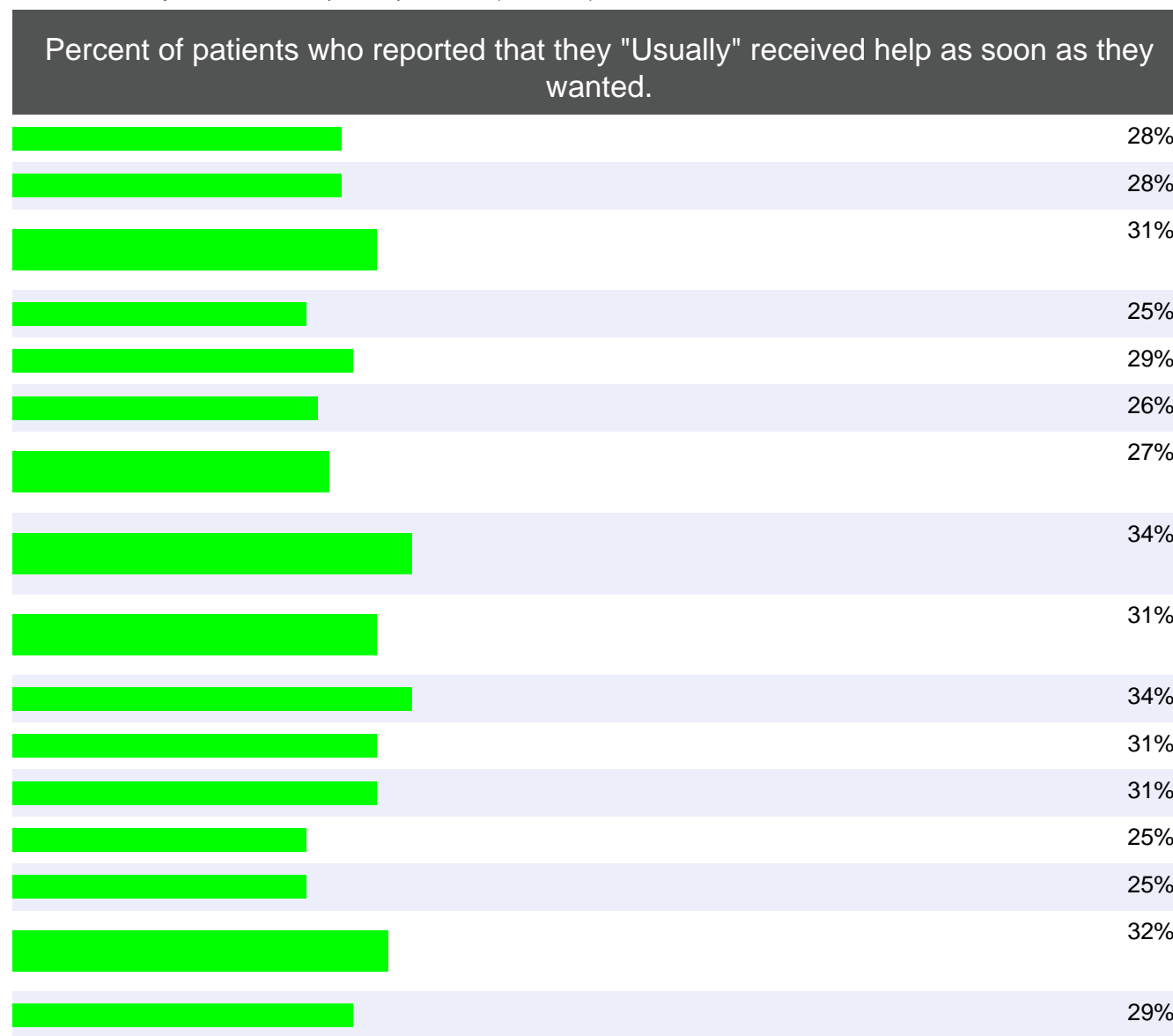
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



MA HCAHPS 1

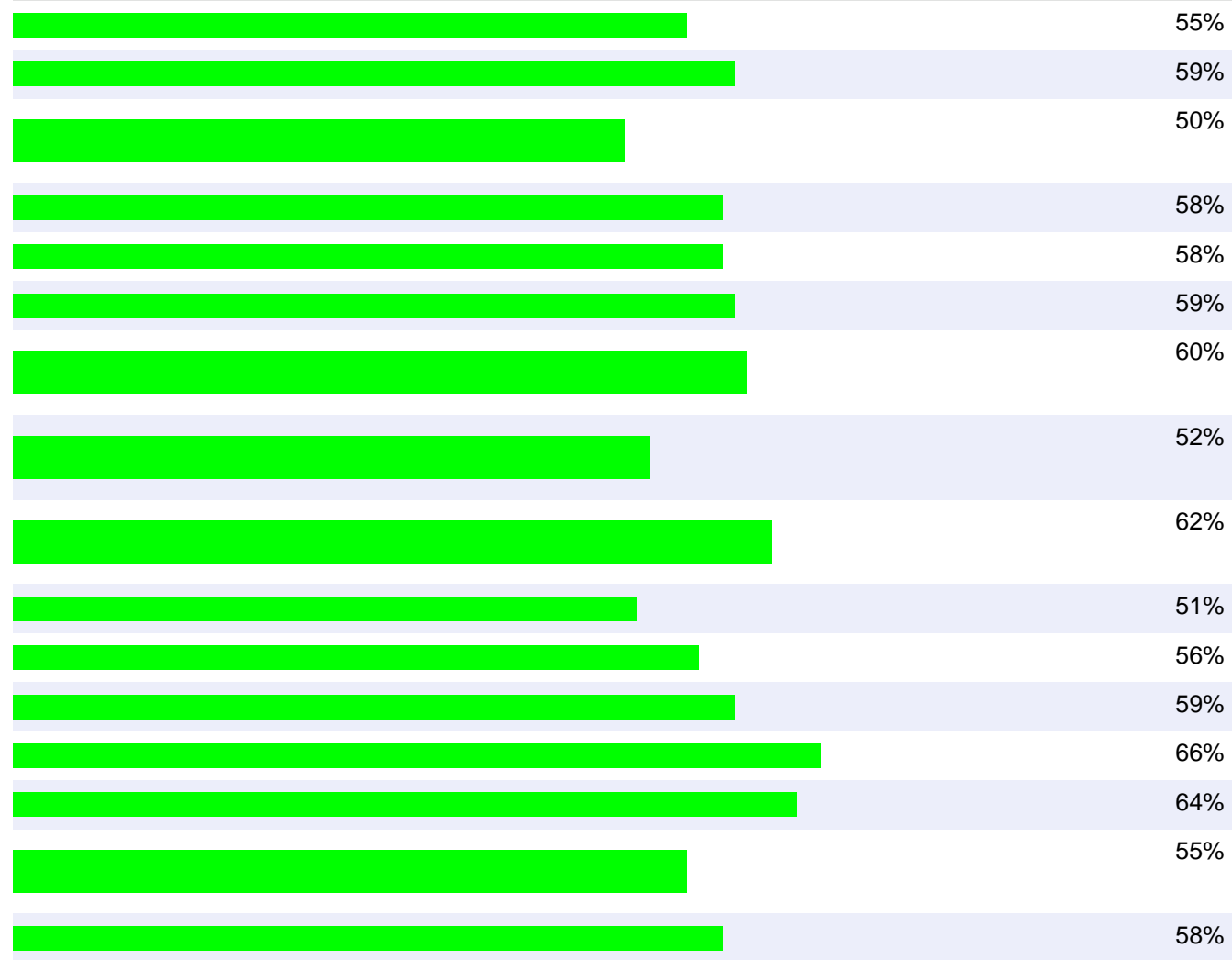
Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

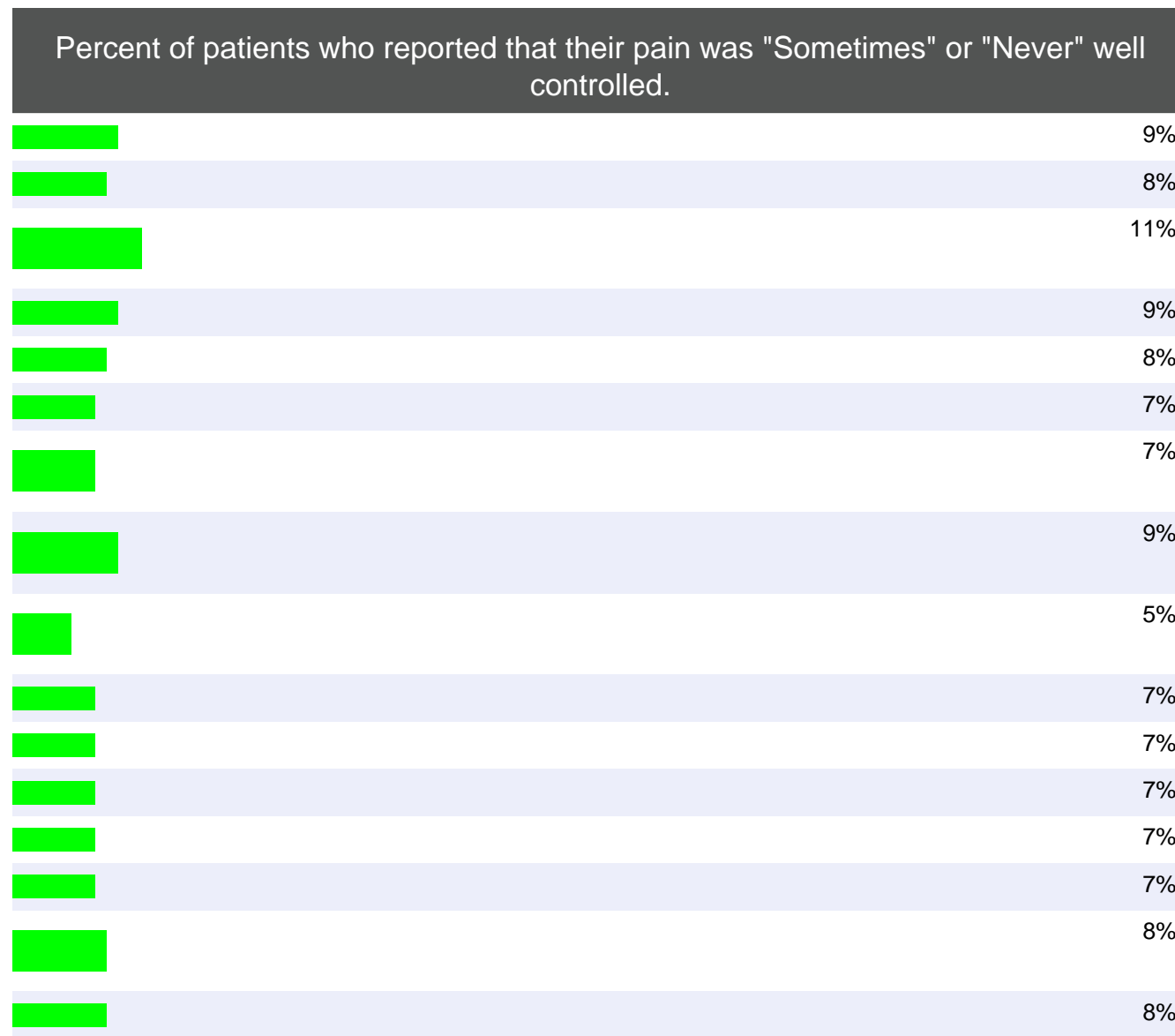
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Always" received help as soon as they wanted.



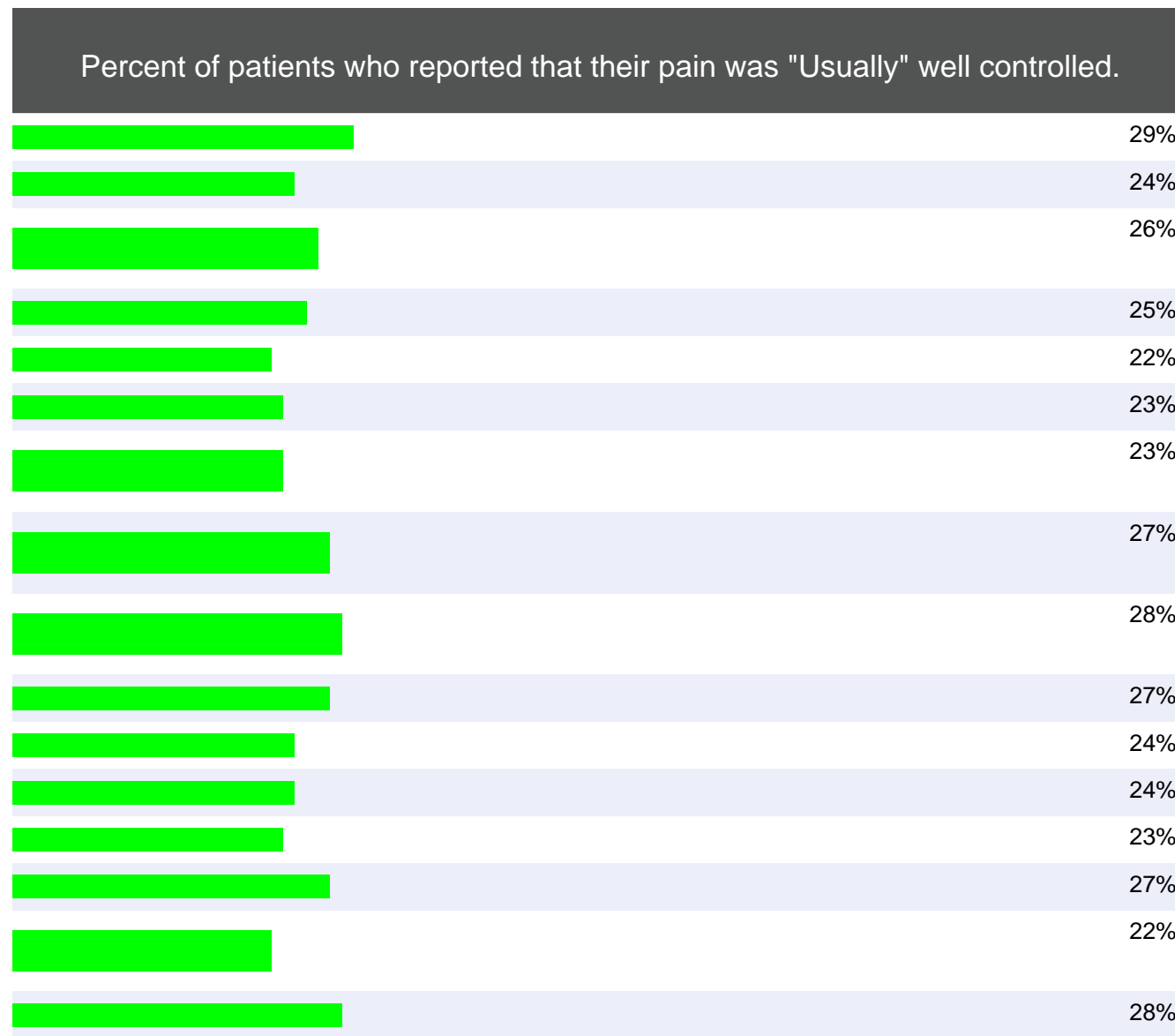
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



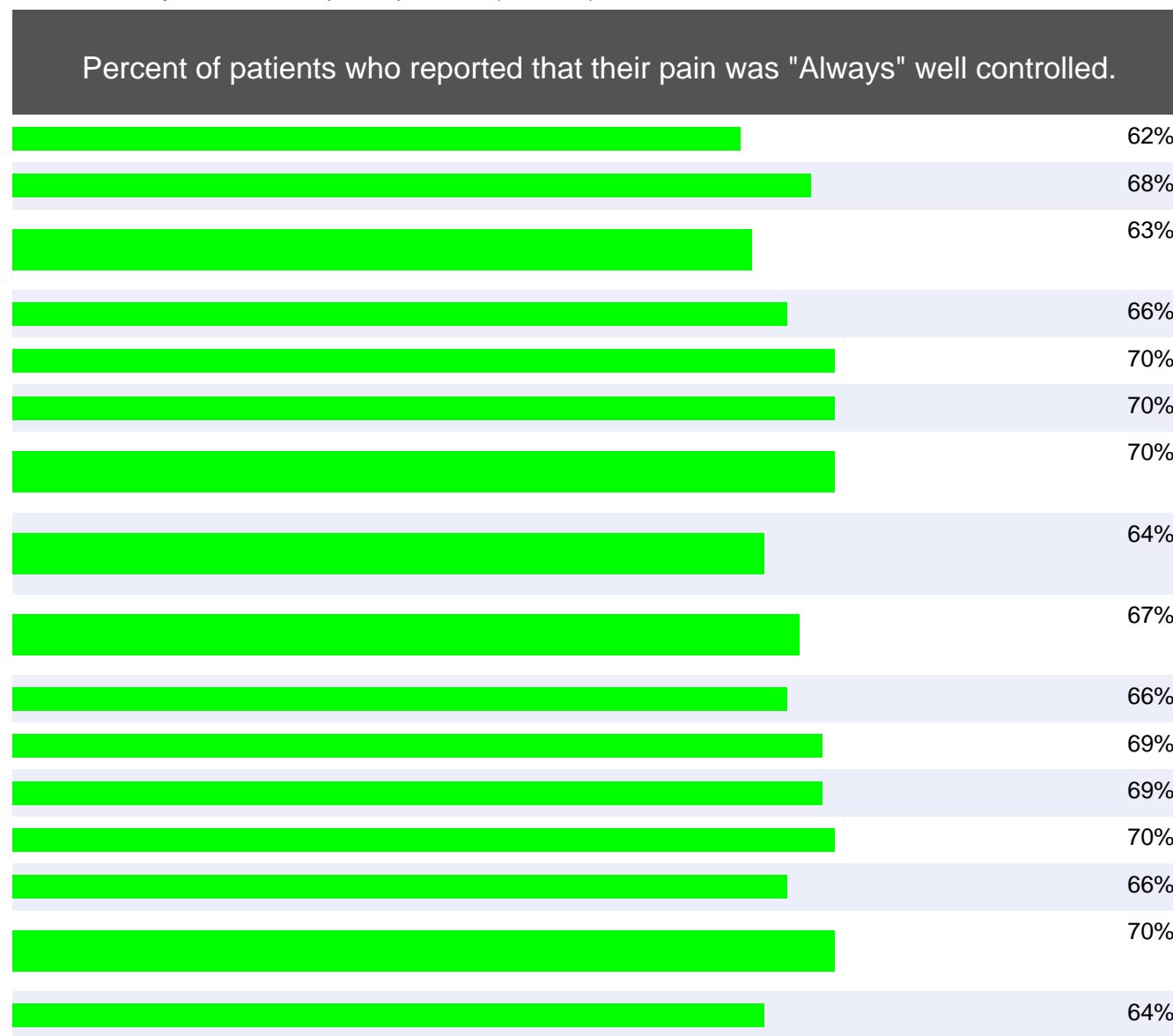
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

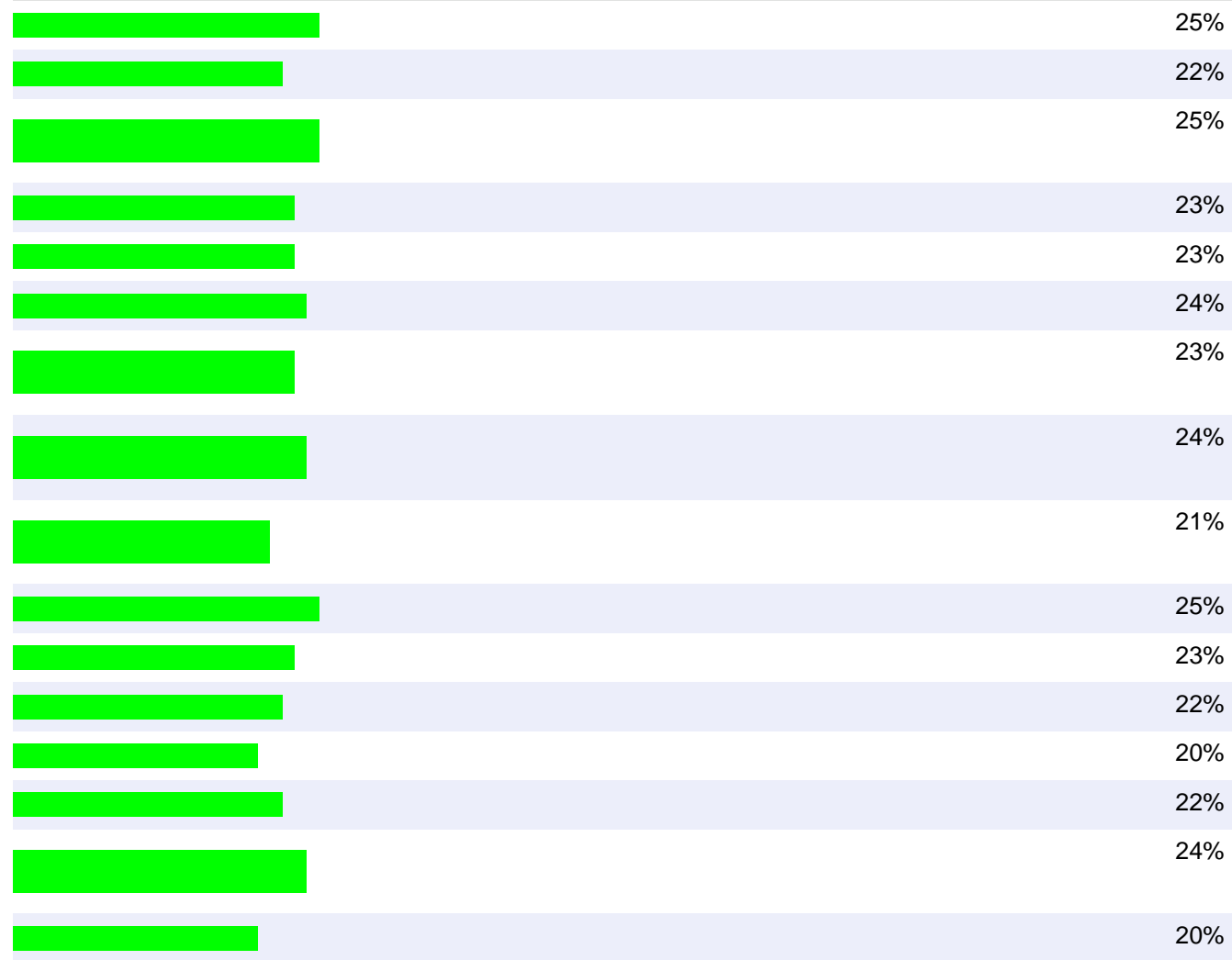
Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

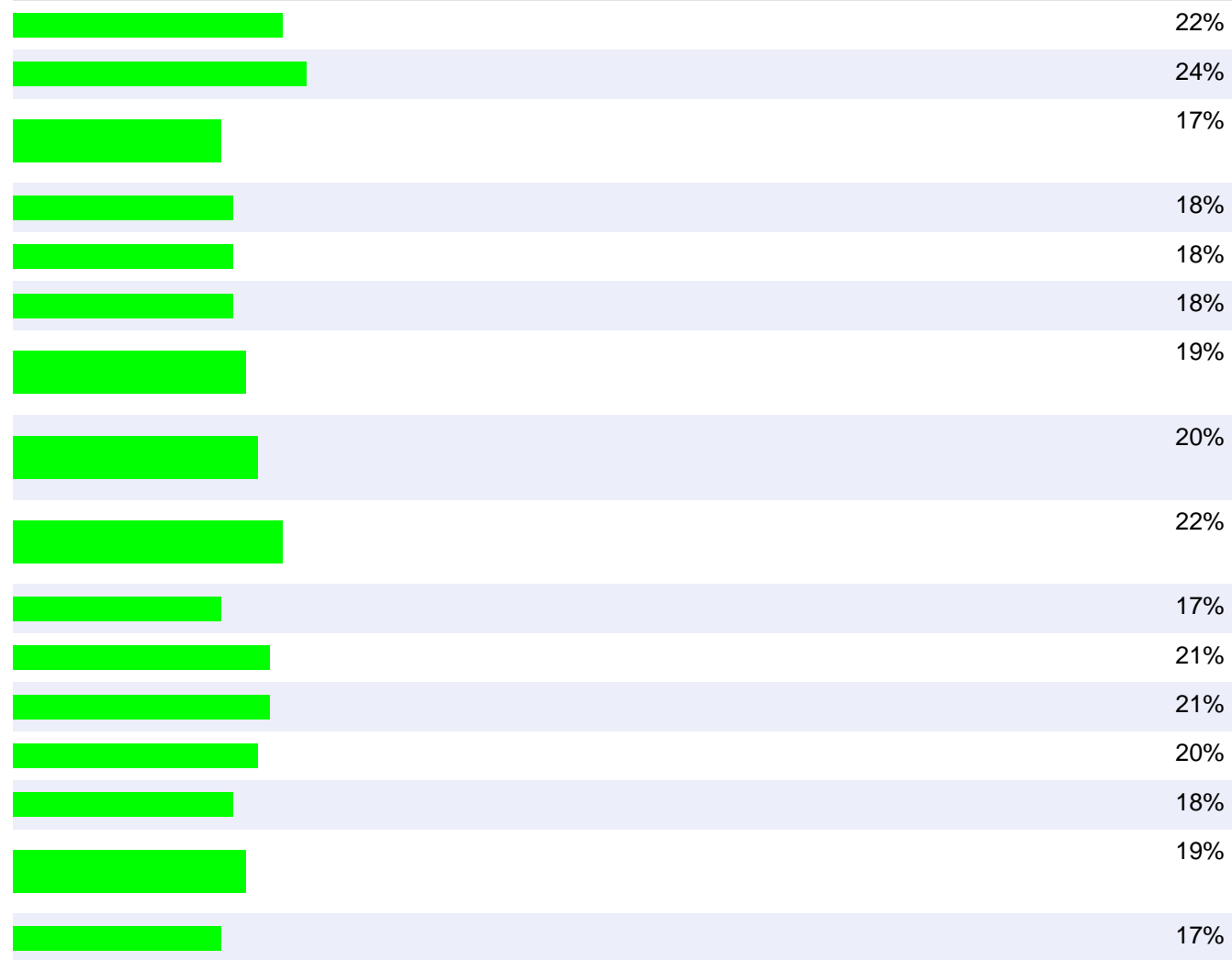
Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

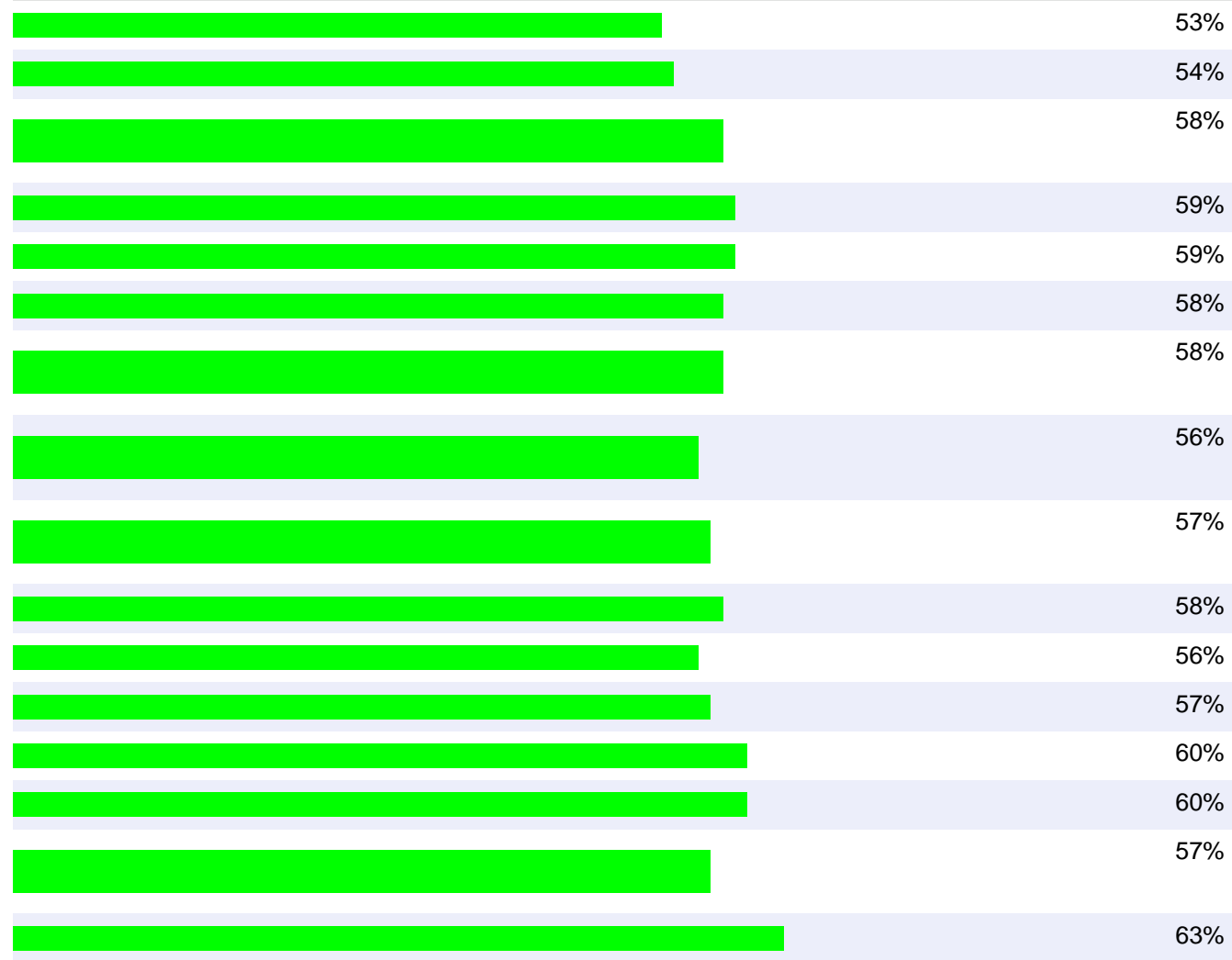
Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

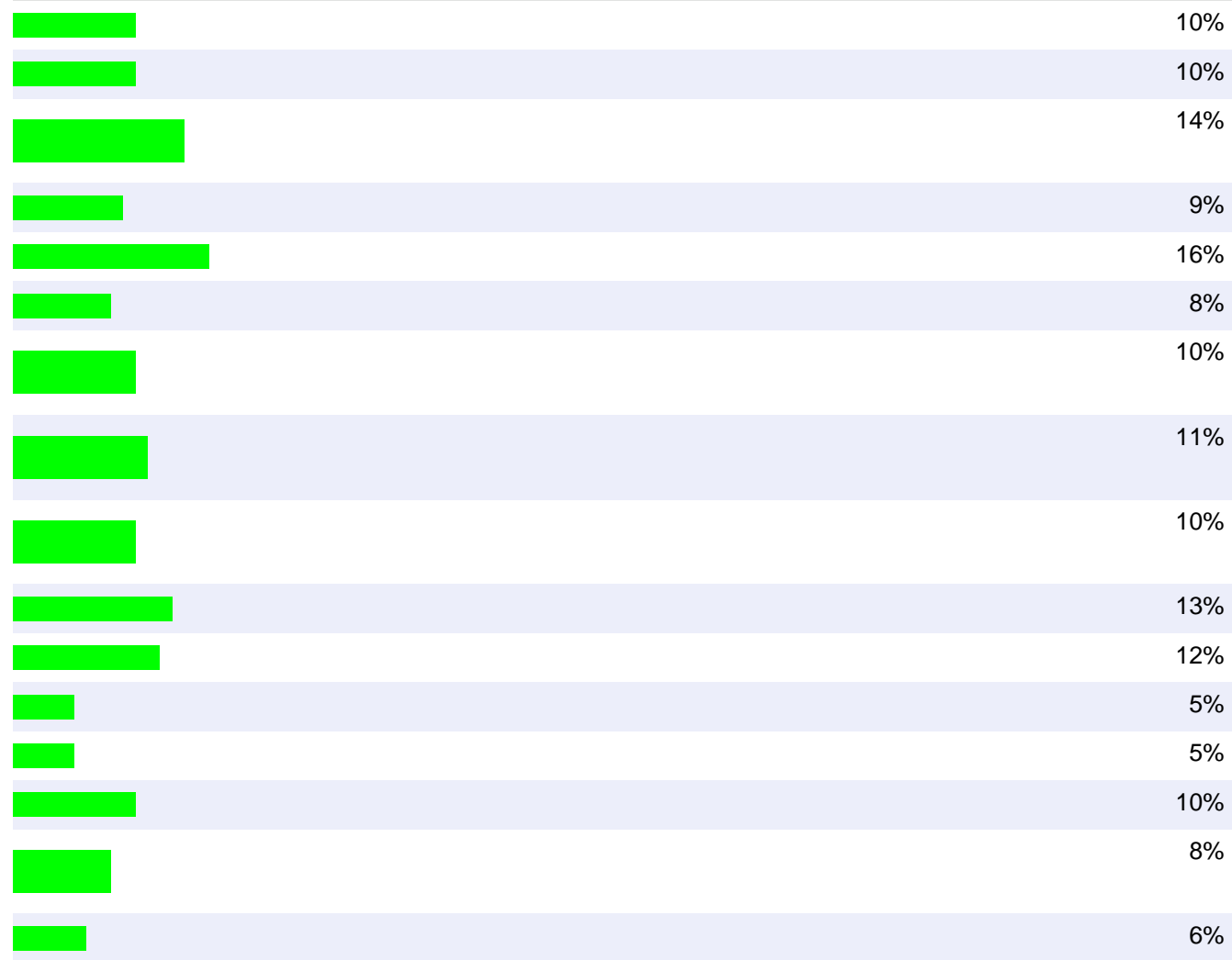
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

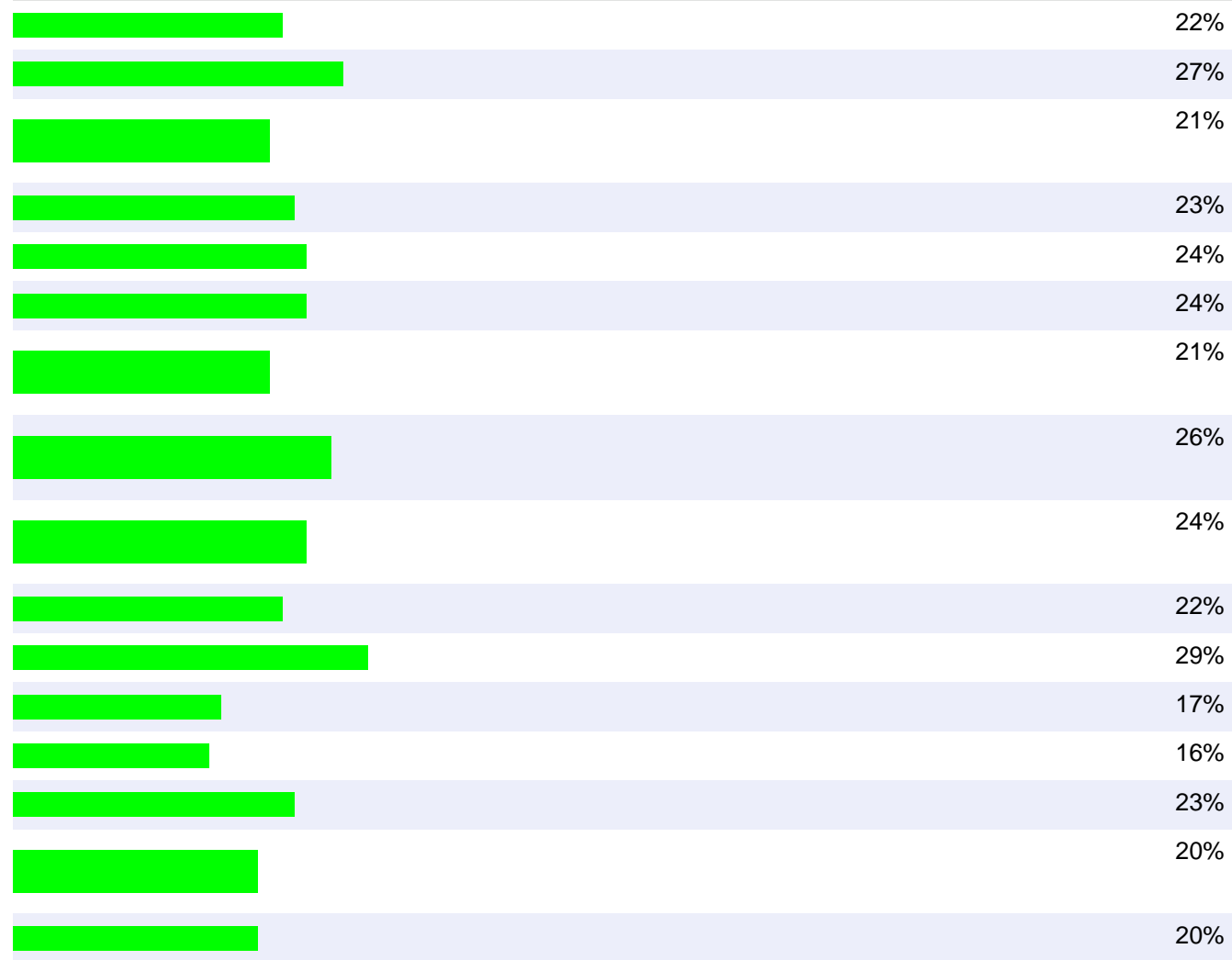
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

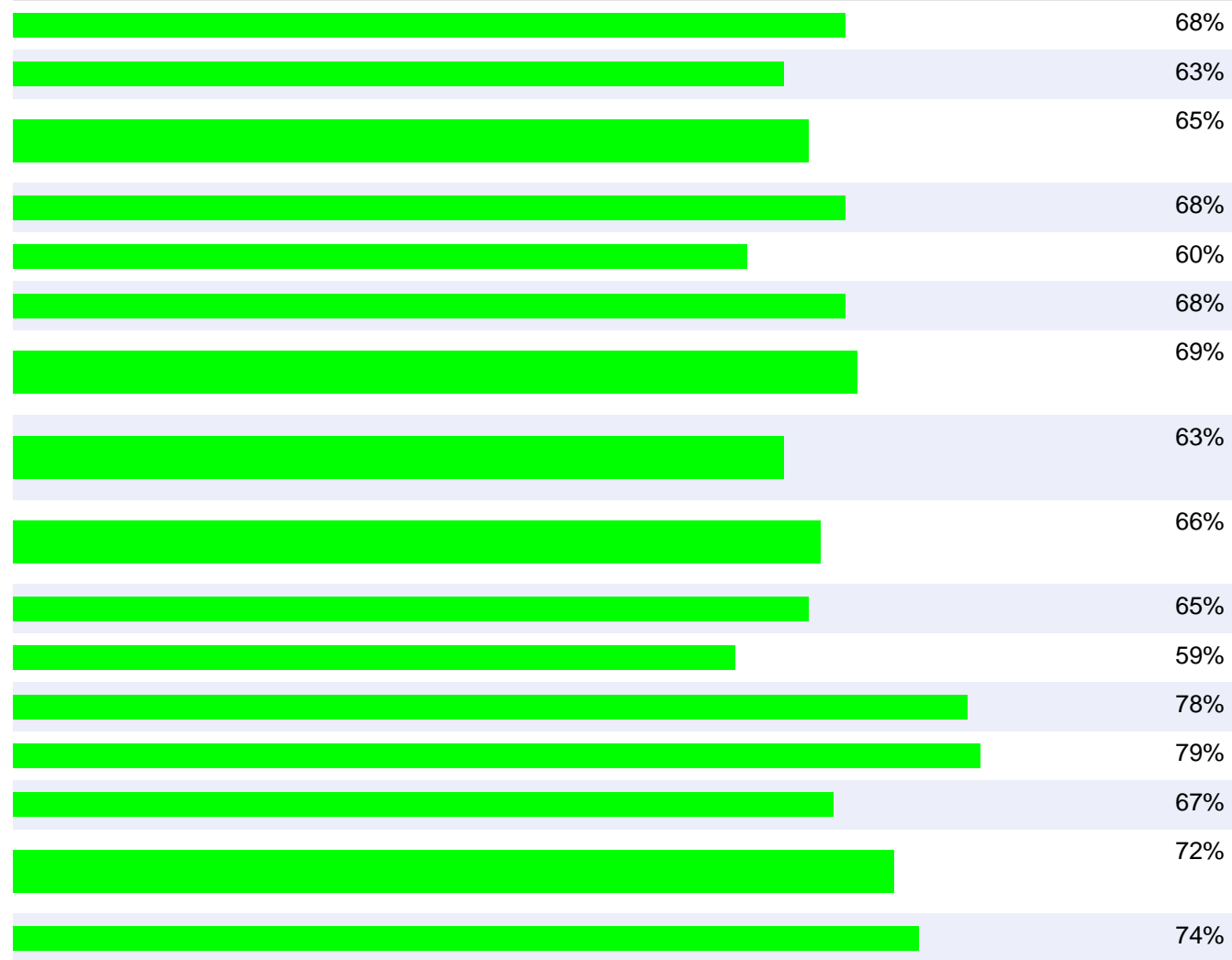
Percent of patients who reported that their room and bathroom were "Usually" clean.



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

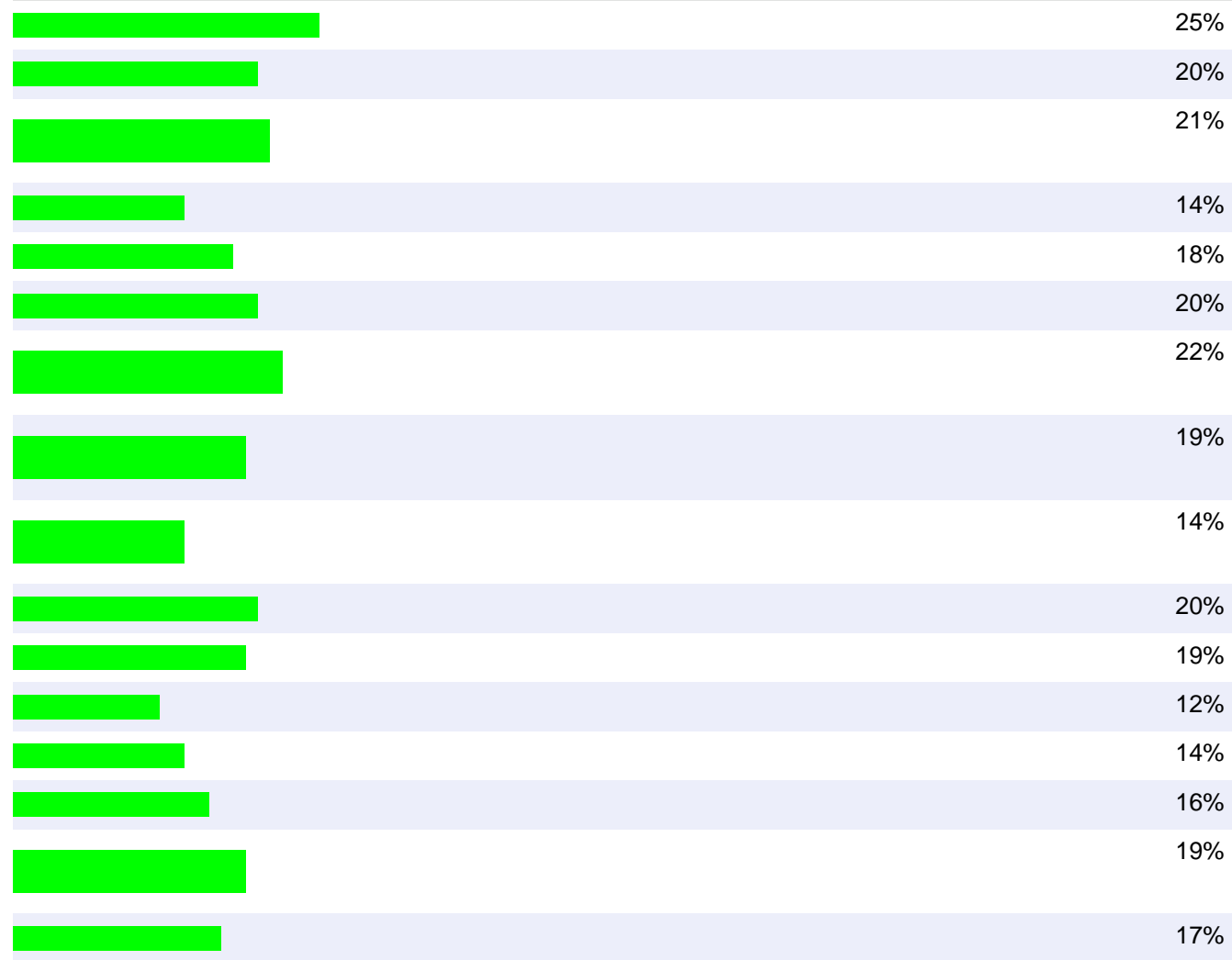
Percent of patients who reported that their room and bathroom were "Always" clean.



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

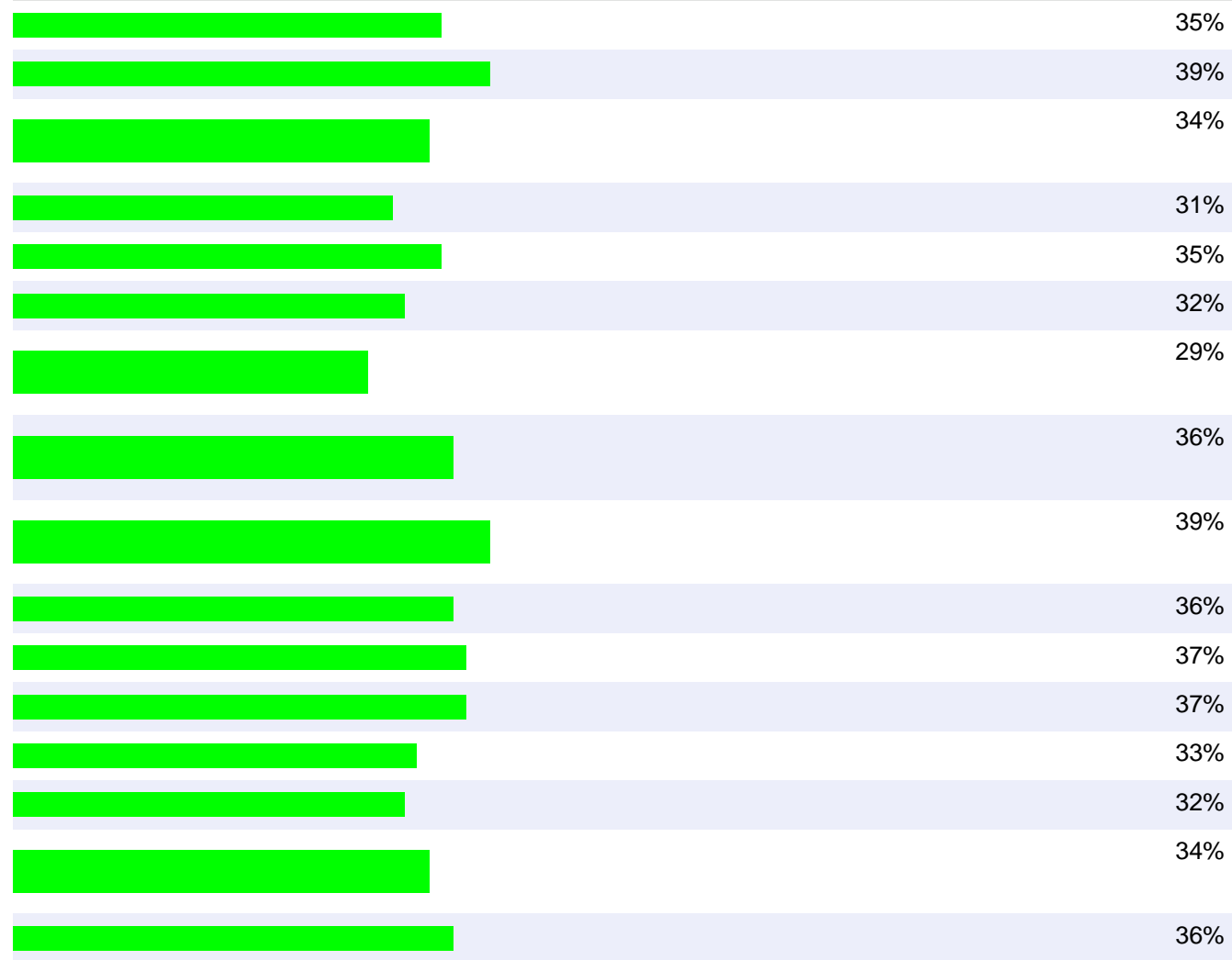
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

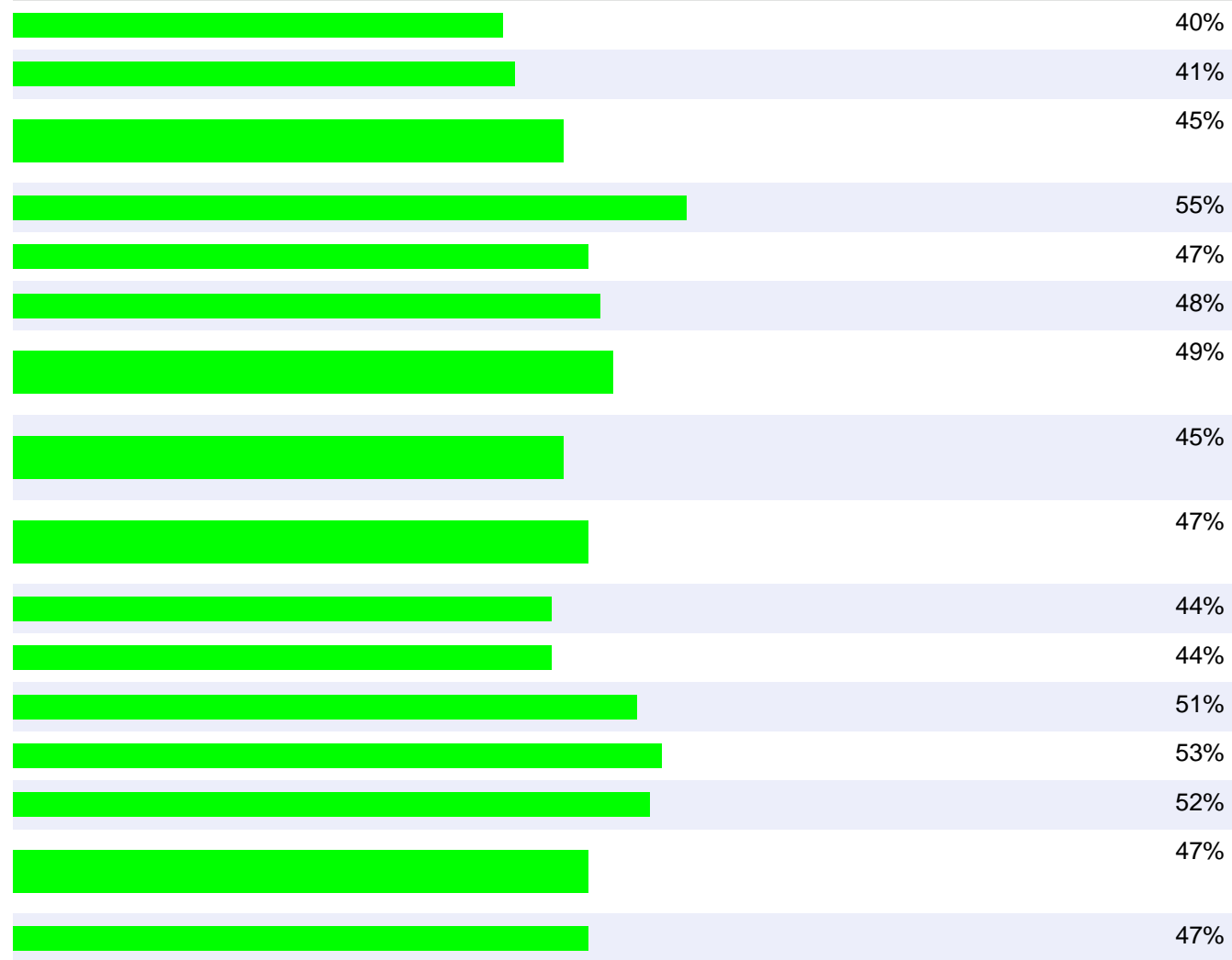
Percent of patients who reported that the area around their room was "Usually" quiet at night.



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

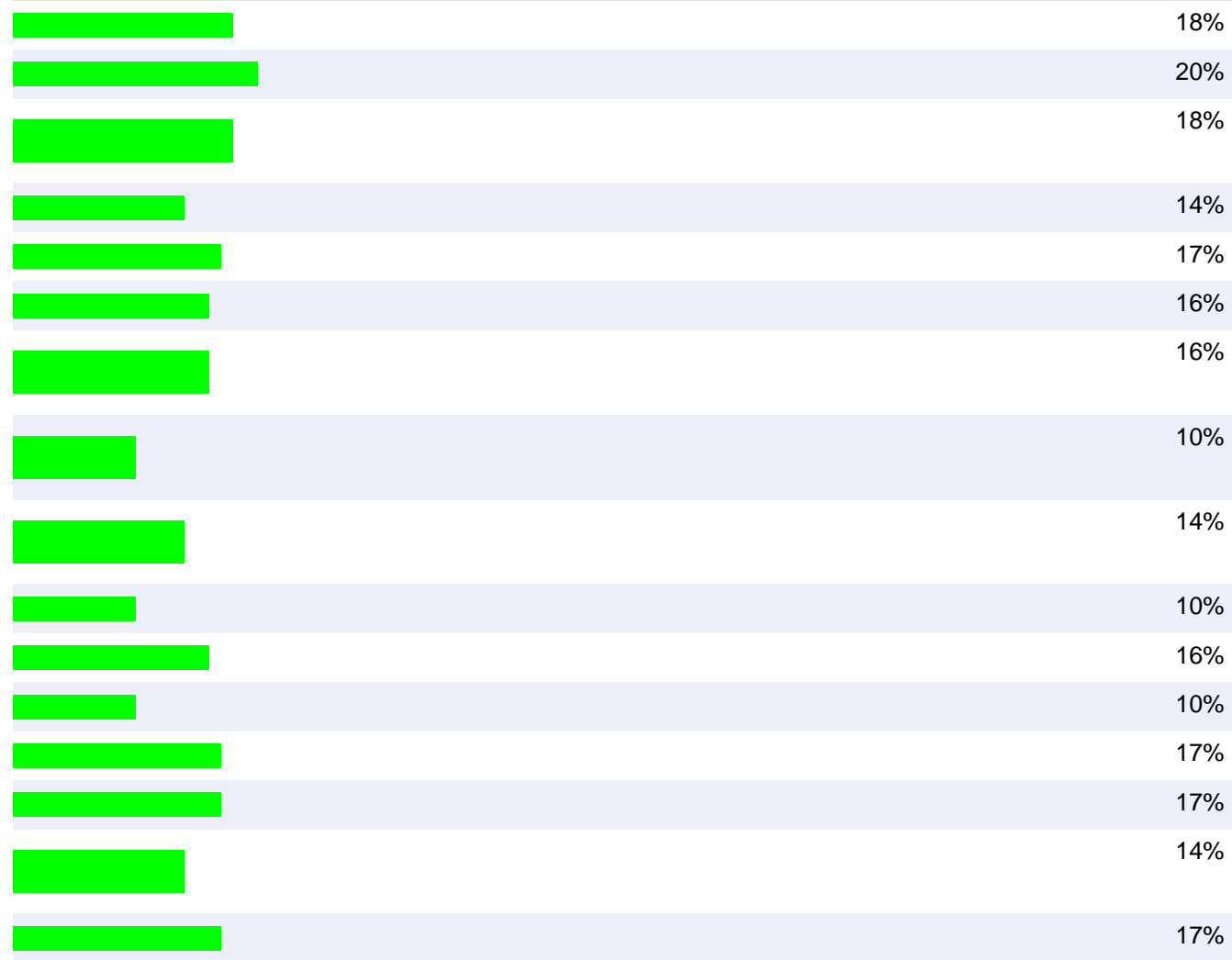
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

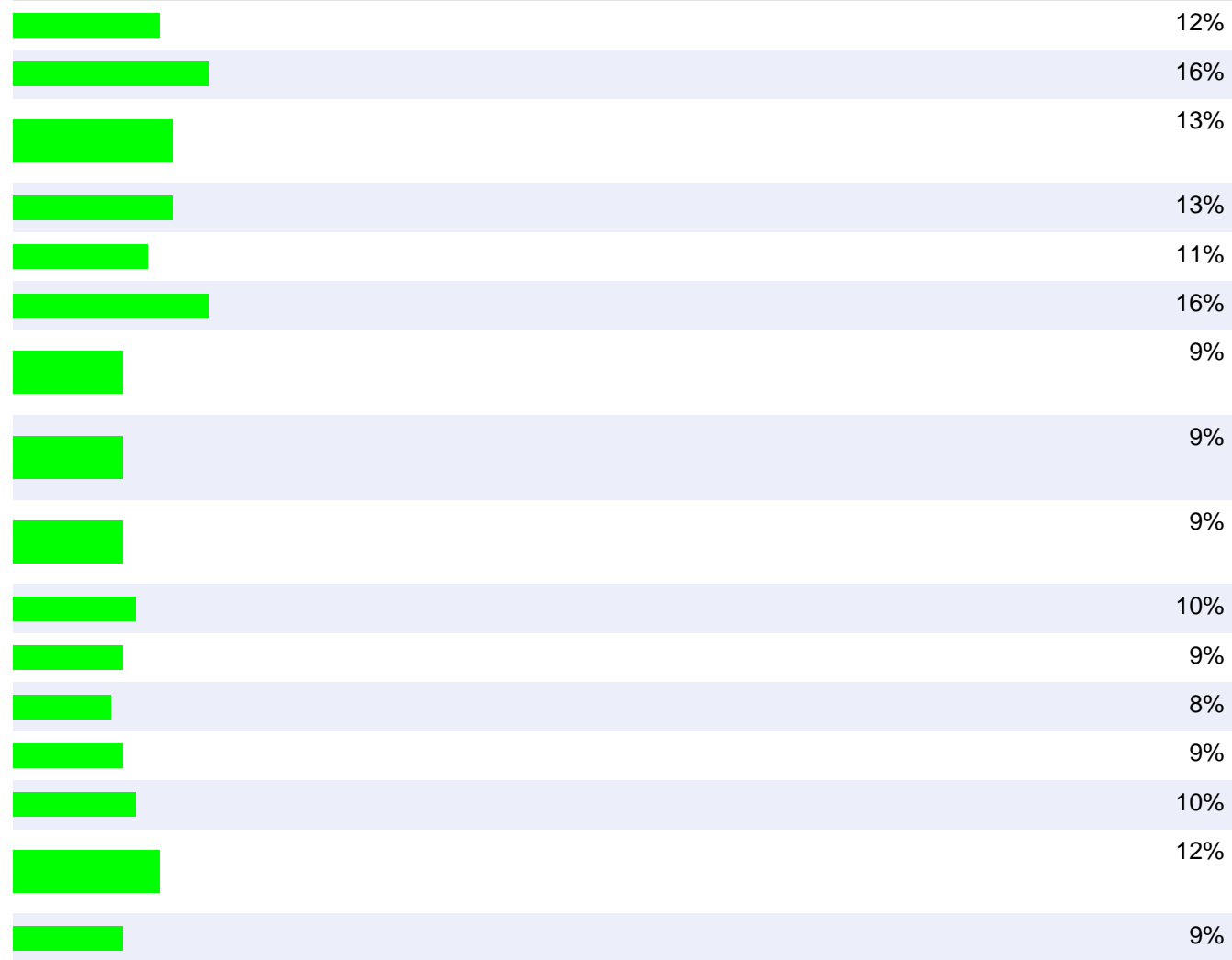
Percent of patients who reported that they were not given information about what to do during their recovery at home.



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

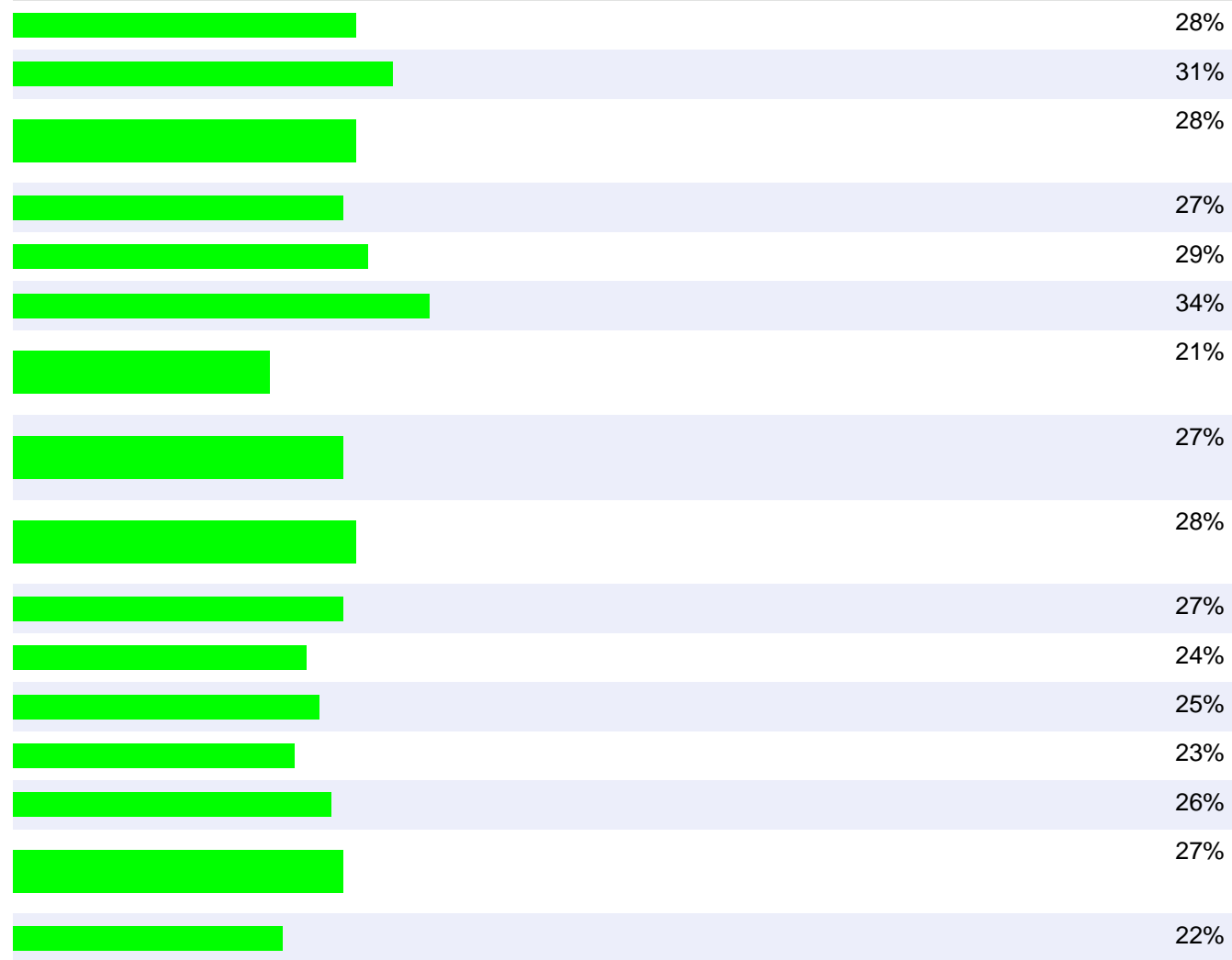
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

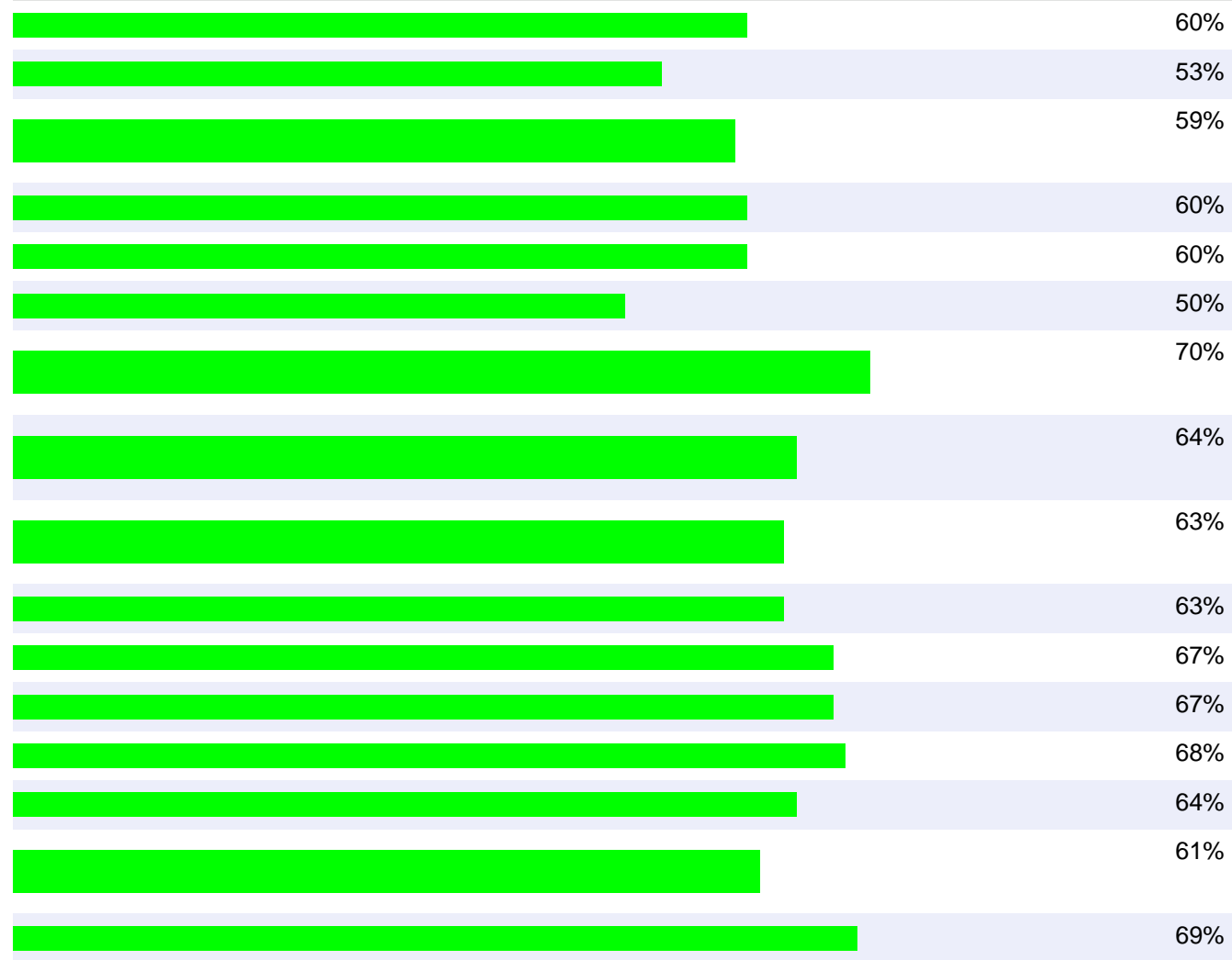
Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



MA HCAHPS 1

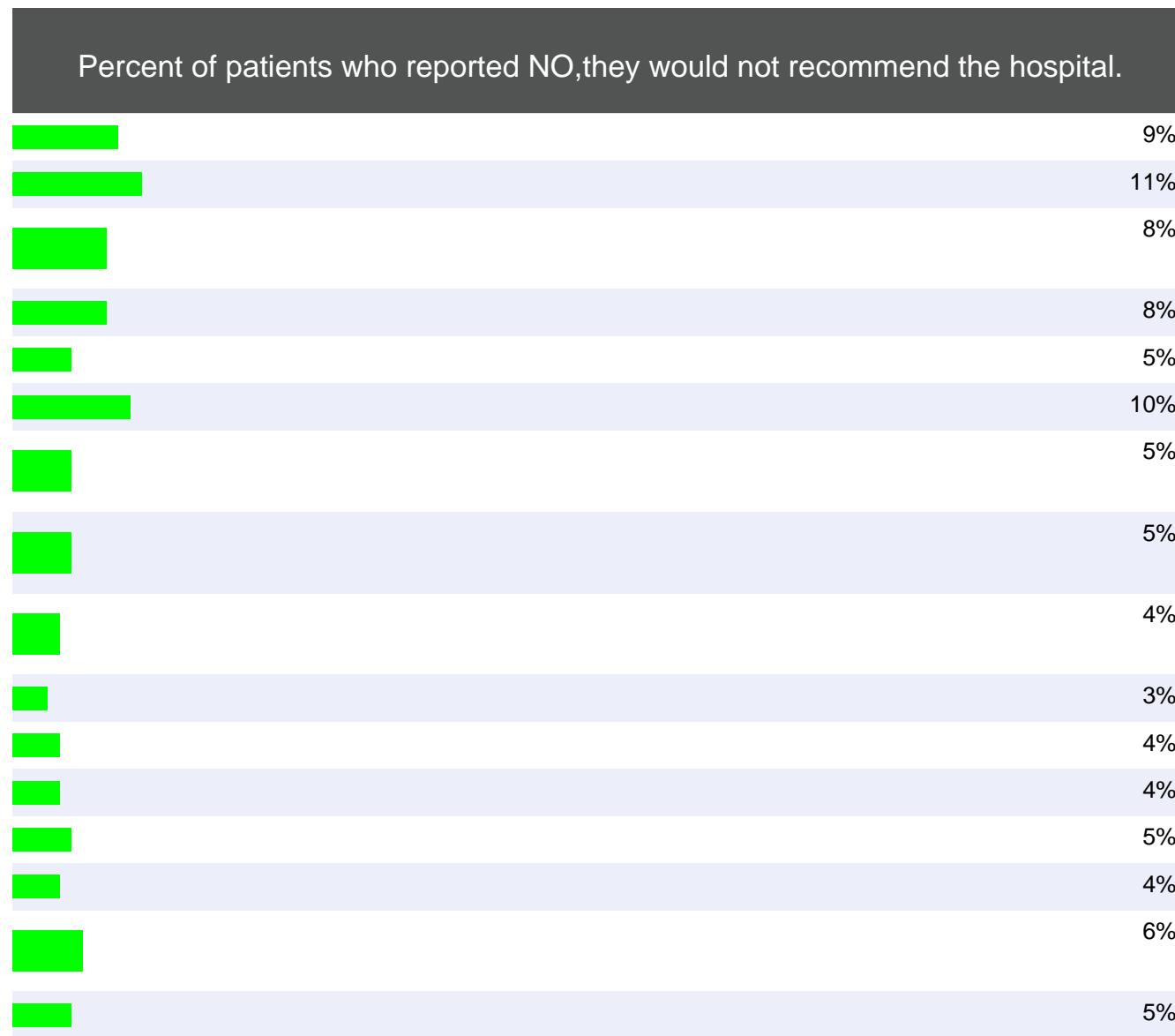
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



MA HCAHPS 1

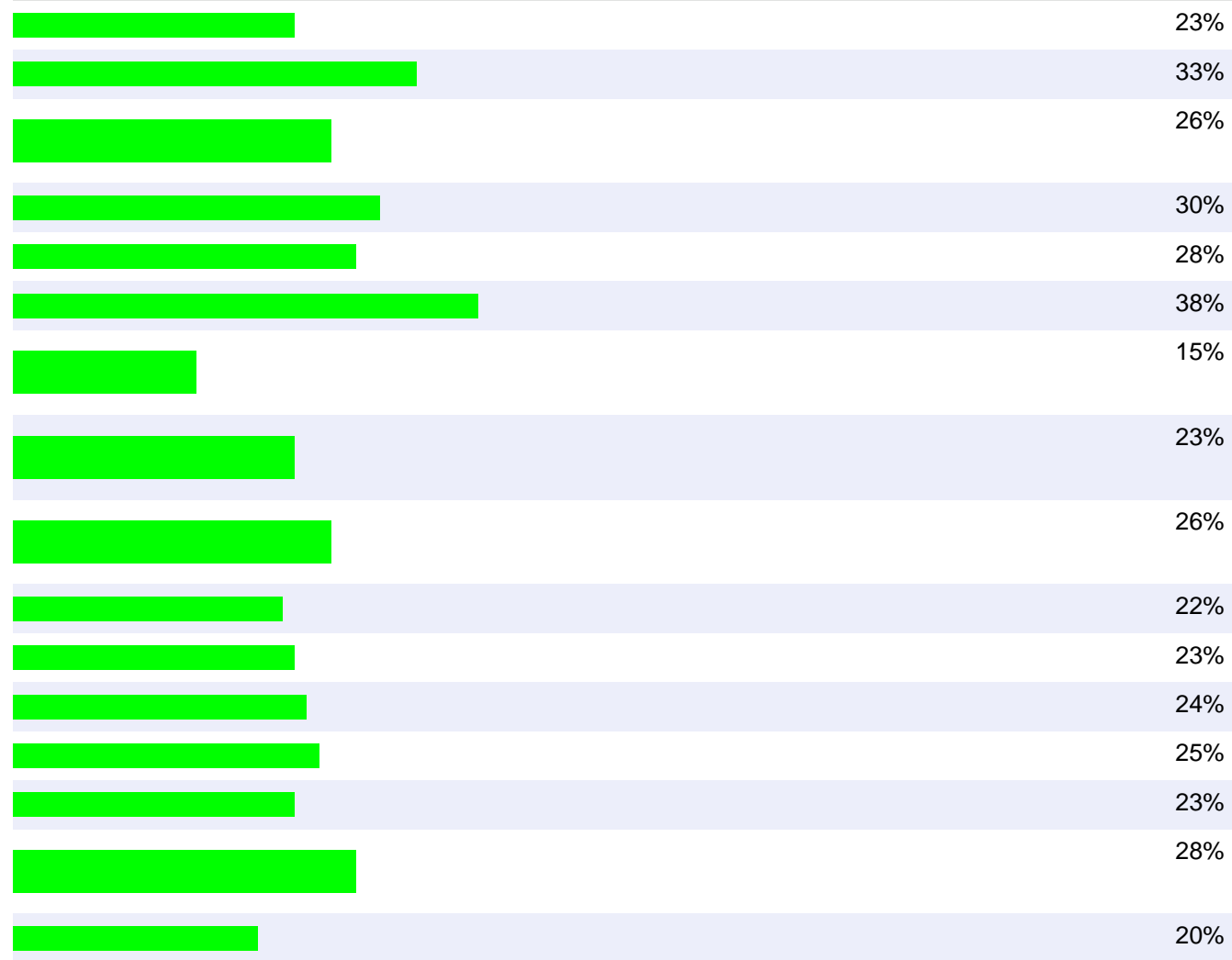
Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES,they would probably recommend the hospital.



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would definitely recommend the hospital.




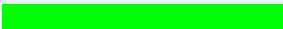














MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| Number of Completed Surveys | |
|-----------------------------|--|
| 300 or more | |
| 300 or more | |
| 300 or more | |
| 300 or more | |
| 300 or more | |
| 300 or more | |
| 300 or more | |
| 300 or more | |
| 300 or more | |
| 300 or more | |
| 300 or more | |
| 300 or more | |
| 300 or more | |
| 300 or more | |
| 300 or more | |
| 300 or more | |

MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| Survey Response Rate Percent | Hospital Footnote |
|---|-------------------|
|  37% | |
|  26% | |
|  18% | |
|  21% | |
|  29% | |
|  27% | |
|  39% | |
|  26% | |
|  29% | |
|  33% | |
|  37% | |
|  30% | |
|  30% | |
|  32% | |
|  30% | |
|  35% | |

MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | | |
|--------|---|-------------------|
| 220024 | HOLYOKE MEDICAL CENTER | HOLYOKE |
| 220035 | NORTH SHORE MEDICAL CENTER | SALEM |
| 220052 | SIGNATURE HEALTHCARE BROCKTON HOSPITAL | BROCKTON |
| 220098 | NASHOBA VALLEY MEDICAL CENTER | AYER |
| 220111 | GOOD SAMARITAN MEDICAL CENTER | BROCKTON |
| 220001 | HEALTHALLIANCE HOSPITALS, INC | LEOMINSTER |
| 220002 | MOUNT AUBURN HOSPITAL | CAMBRIDGE |
| 220015 | COOLEY DICKINSON HOSPITAL INC,THE | NORTHAMPTON |
| 220049 | MARLBOROUGH HOSPITAL | MARLBOROUGH |
| 220082 | SAINTS MEDICAL CENTER INC | LOWELL |
| 220135 | FALMOUTH HOSPITAL | FALMOUTH |
| 220012 | CAPE COD HOSPITAL | HYANNIS |
| 220070 | HALLMARK HEALTH SYSTEM | MELROSE |
| 220080 | HOLY FAMILY HOSPITAL | METHUEN |
| 220086 | BETH ISRAEL DEACONESS MEDICAL CENTER | BOSTON |
| 220100 | SOUTH SHORE HOSPITAL | SOUTH WEYMOUTH |
| 220174 | MERRIMACK VALLEY HOSPITAL | HAVERHILL |

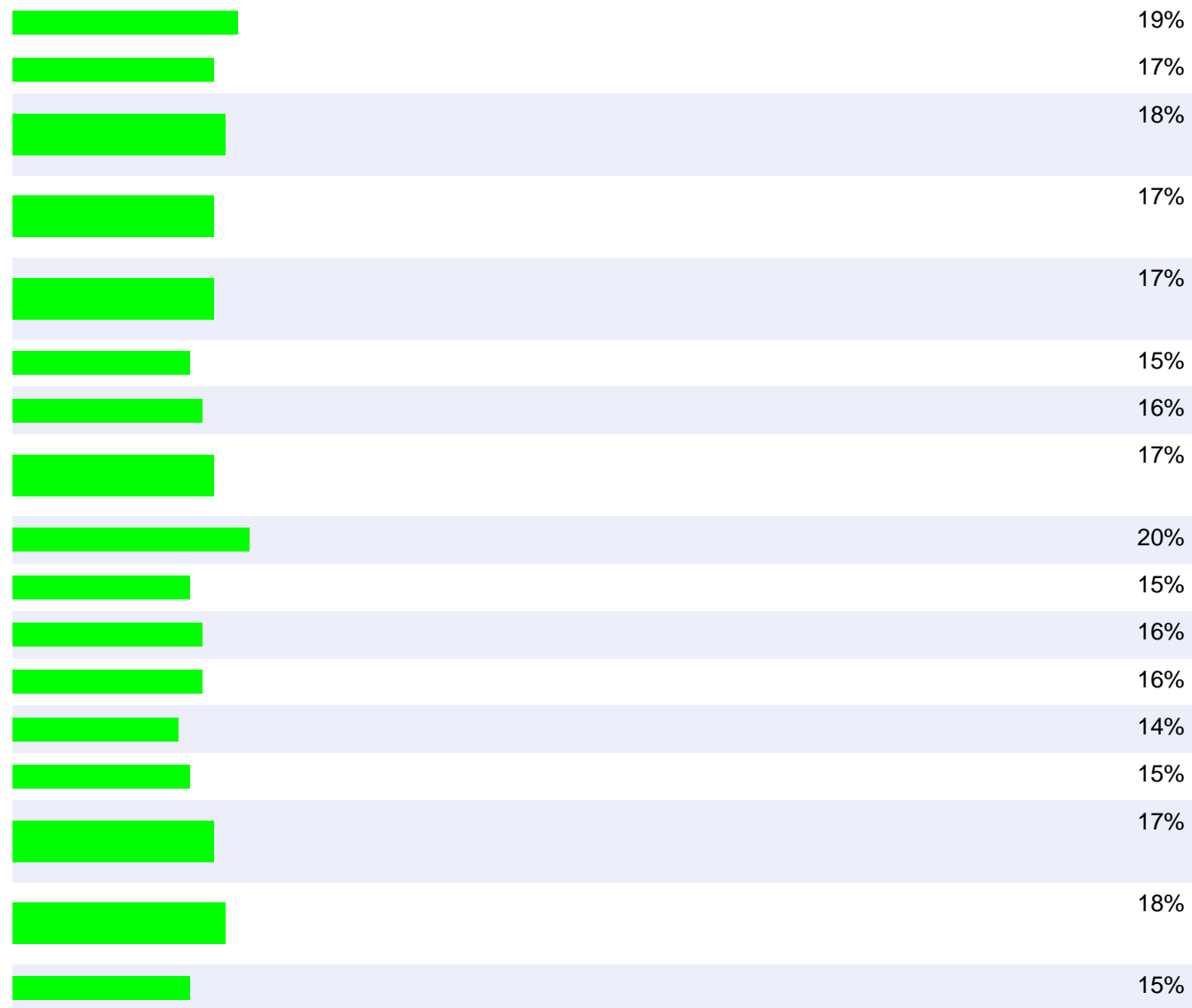
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | | |
|----|--|-----|
| MA | | 76% |
| MA | | 76% |
| MA | | 76% |
| MA | | 76% |
| MA | | 76% |
| MA | | 77% |
| MA | | 77% |
| MA | | 77% |
| MA | | 77% |
| MA | | 77% |
| MA | | 77% |
| MA | | 78% |
| MA | | 78% |
| MA | | 78% |
| MA | | 78% |
| MA | | 78% |

MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



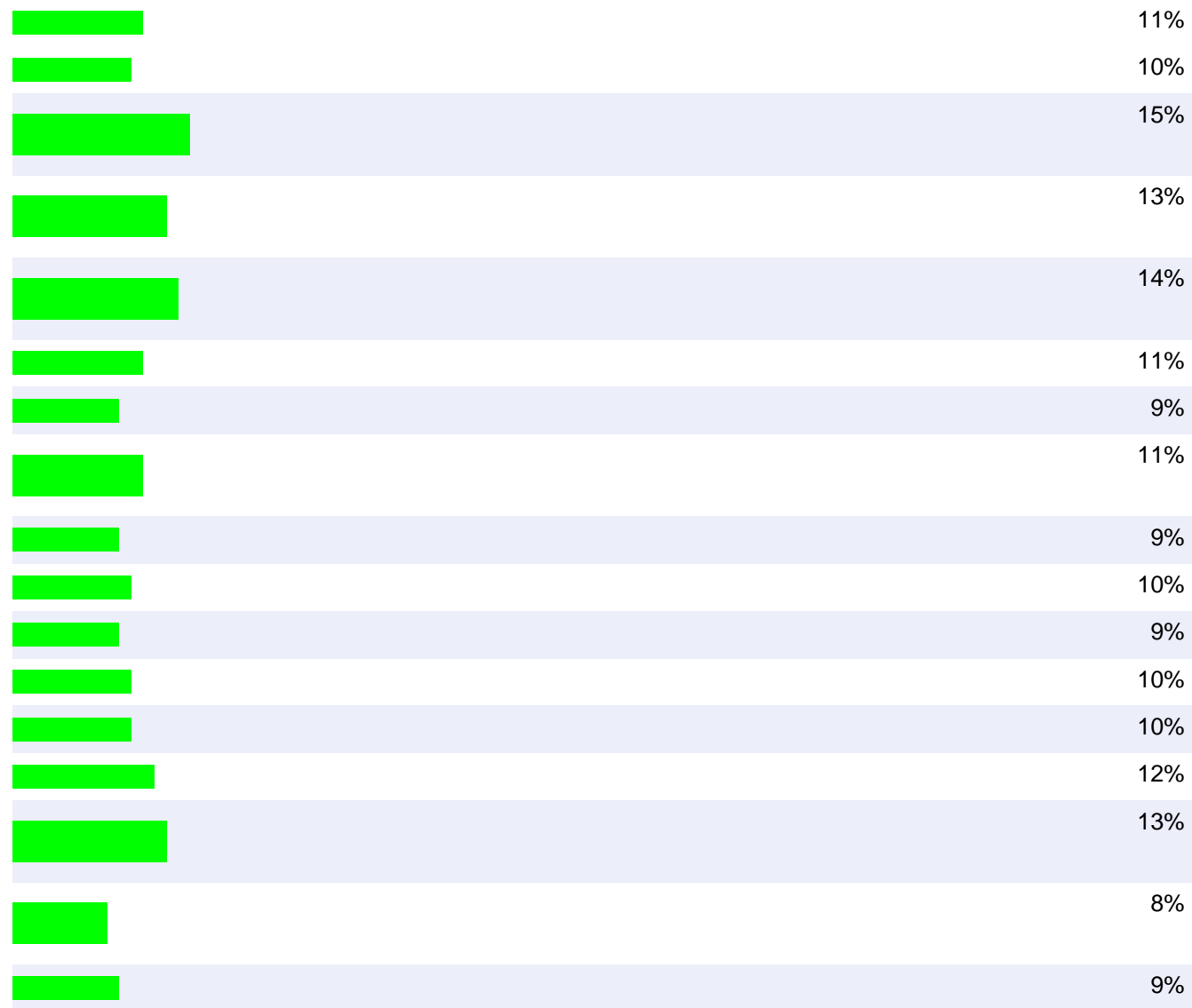
MA HCAHPS 1

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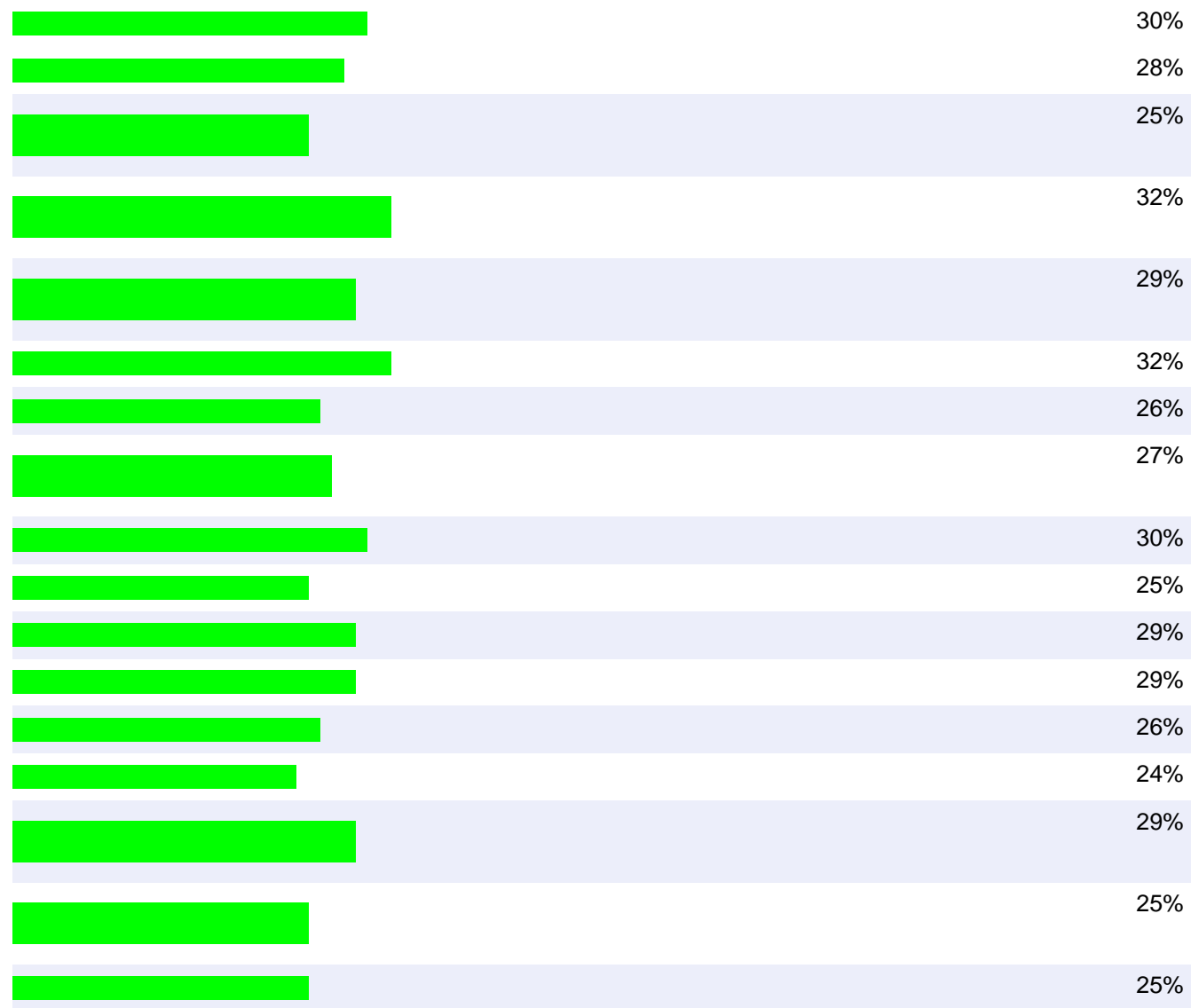
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



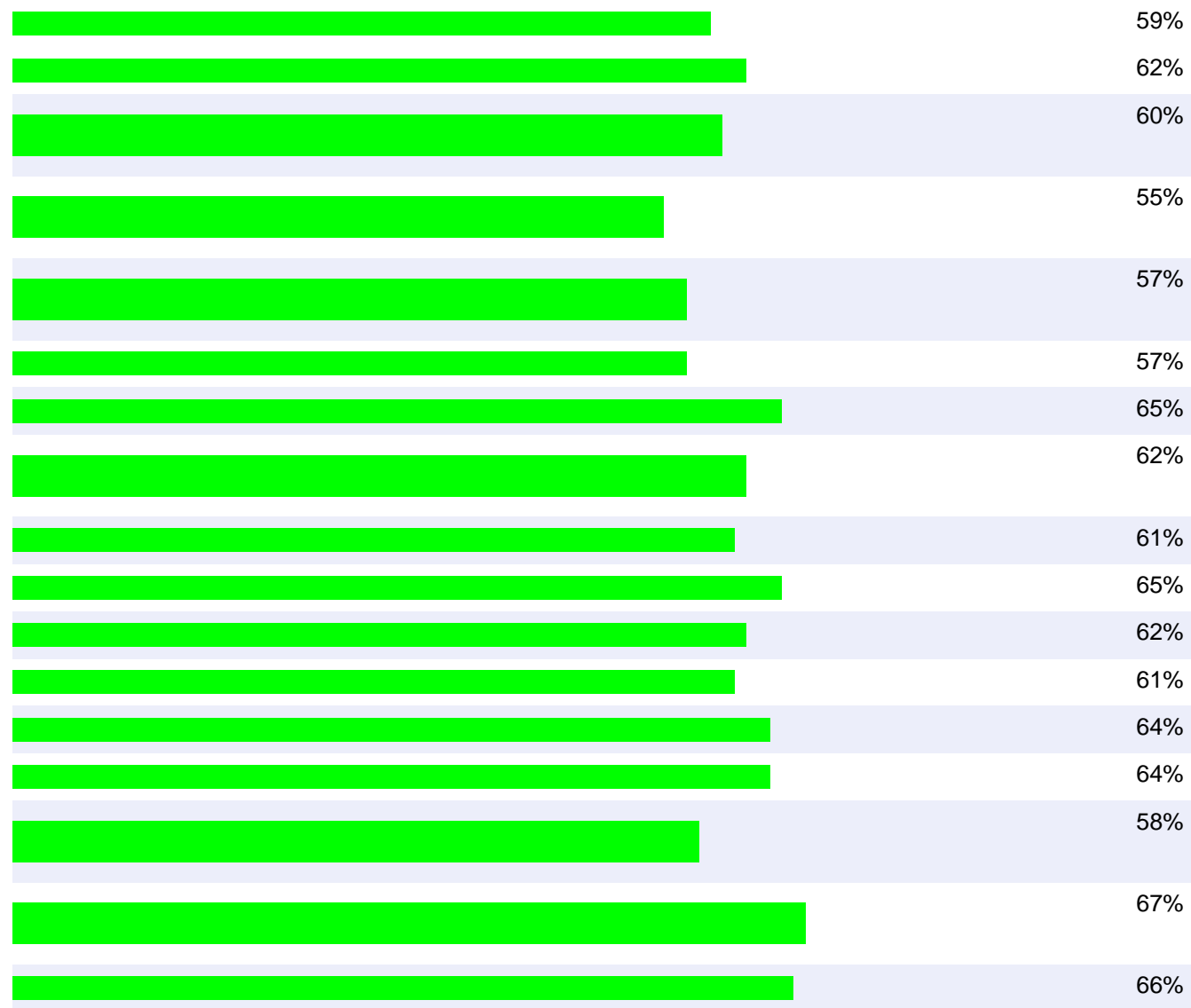
MA HCAHPS 1

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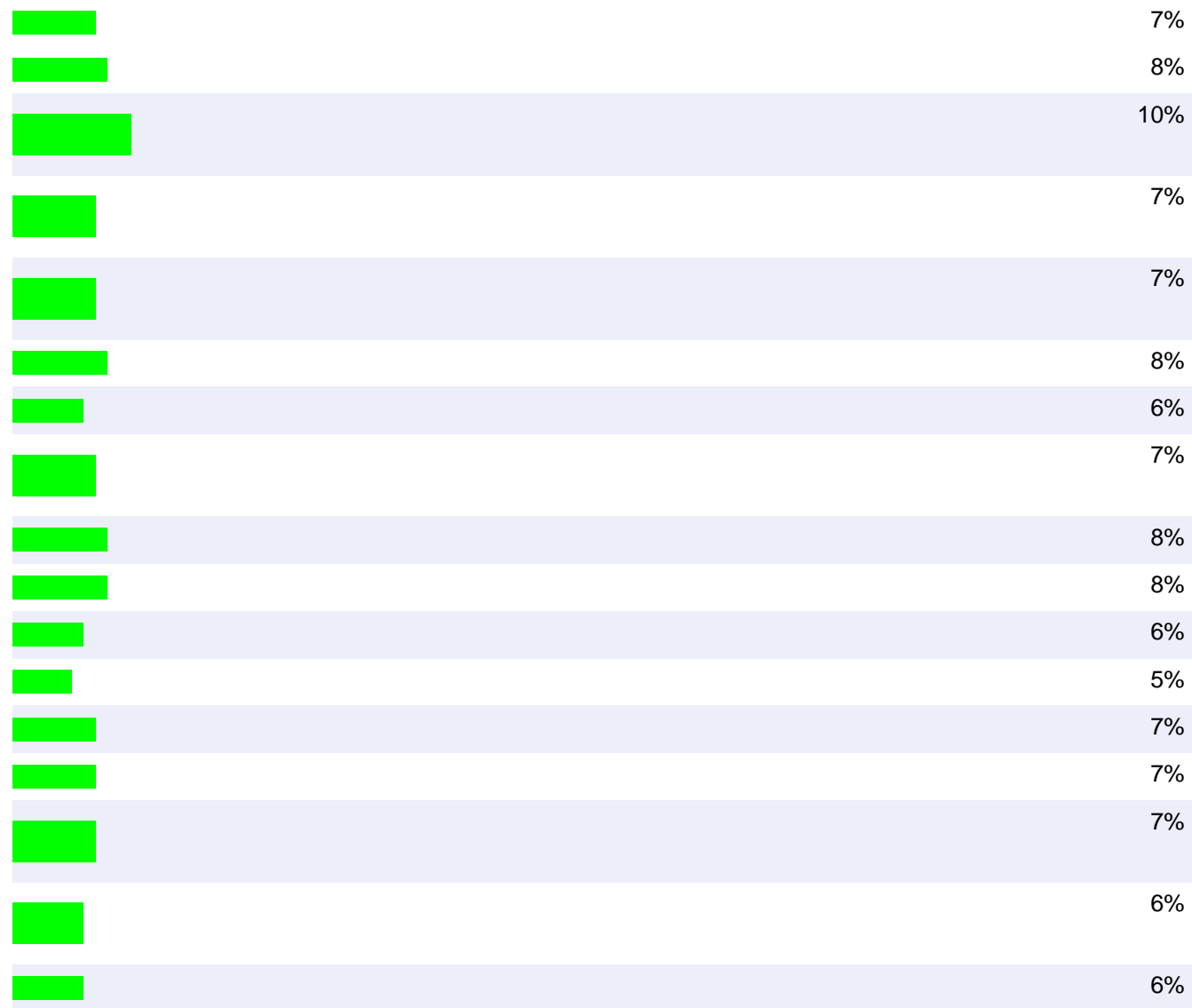
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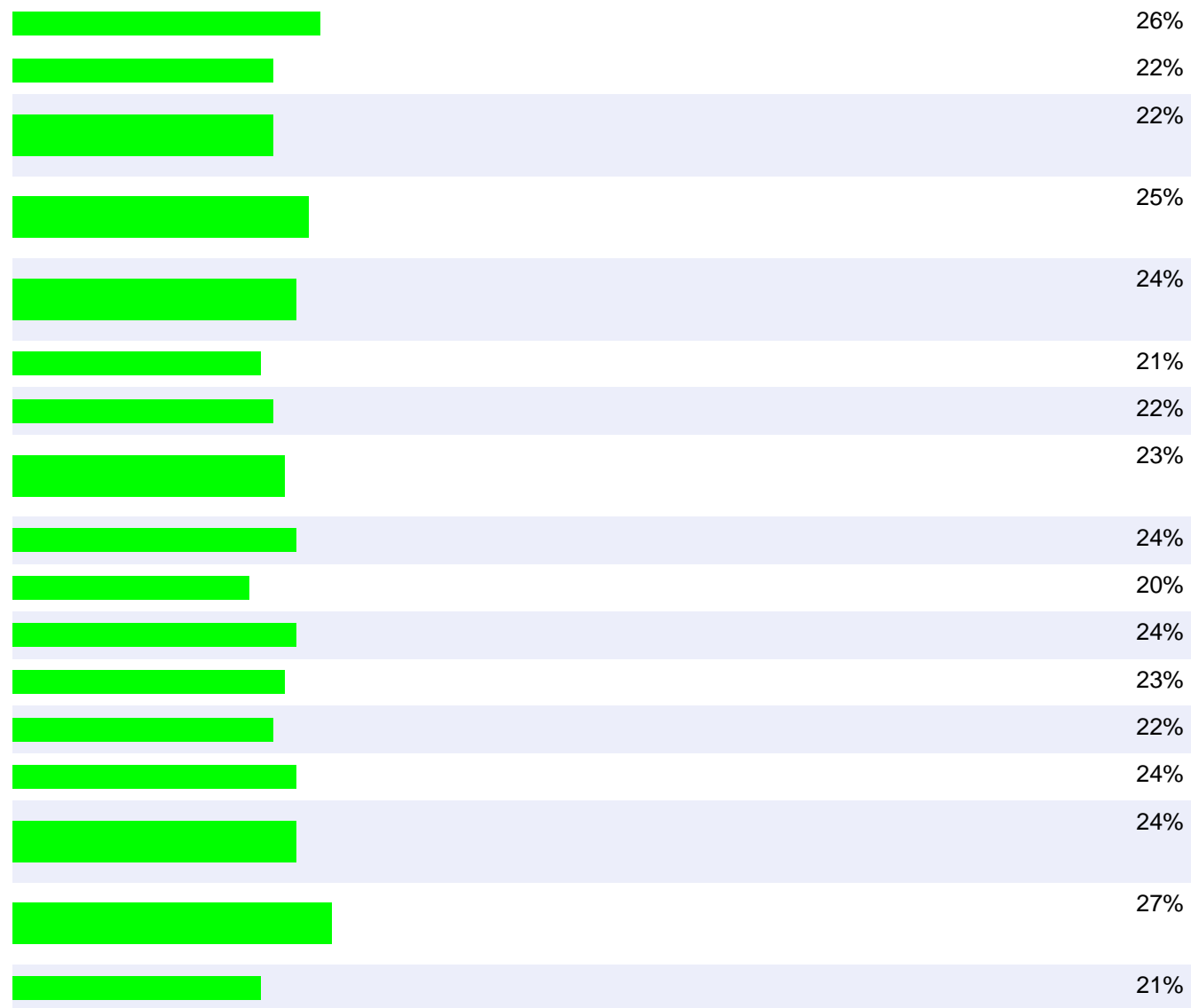
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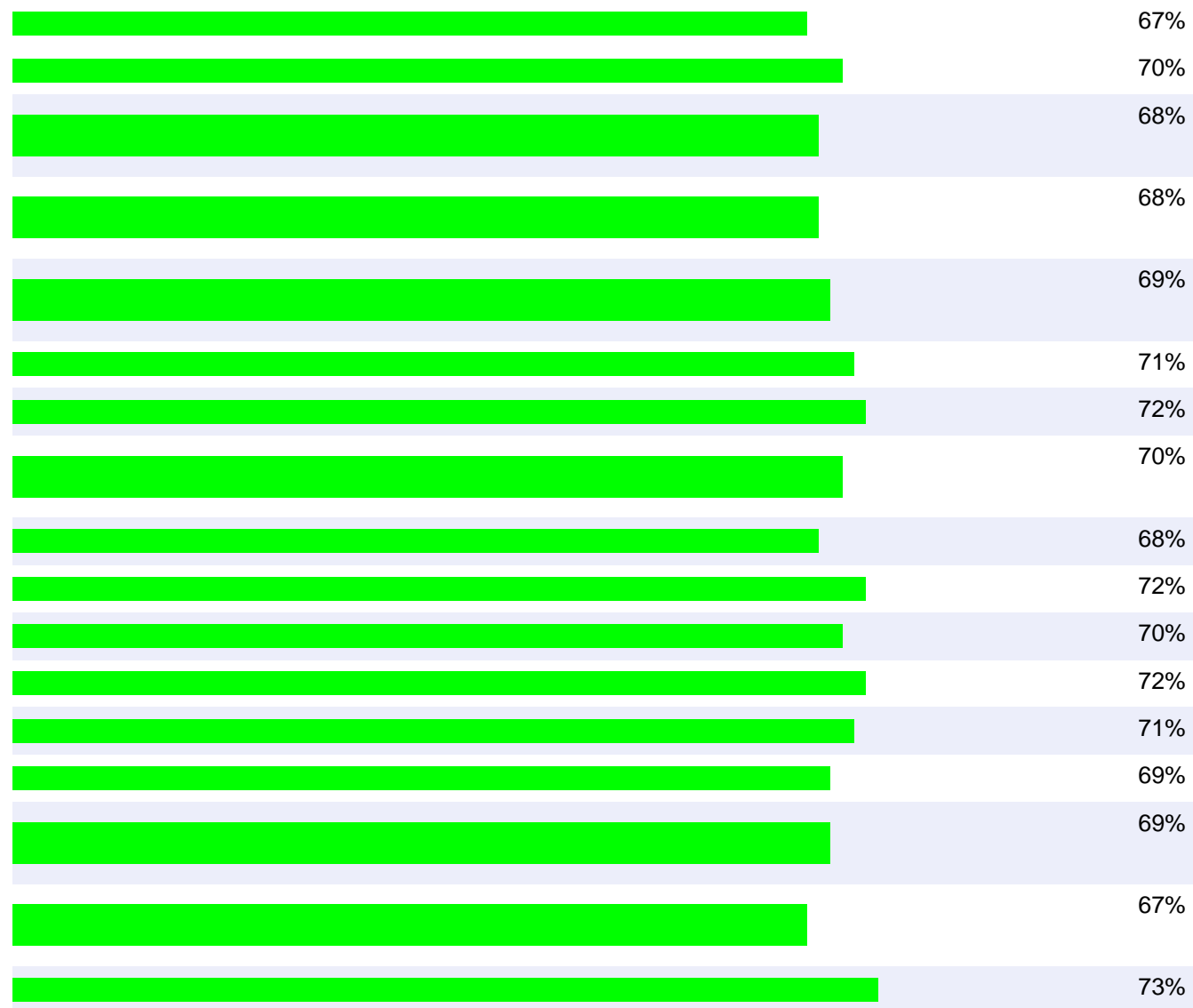
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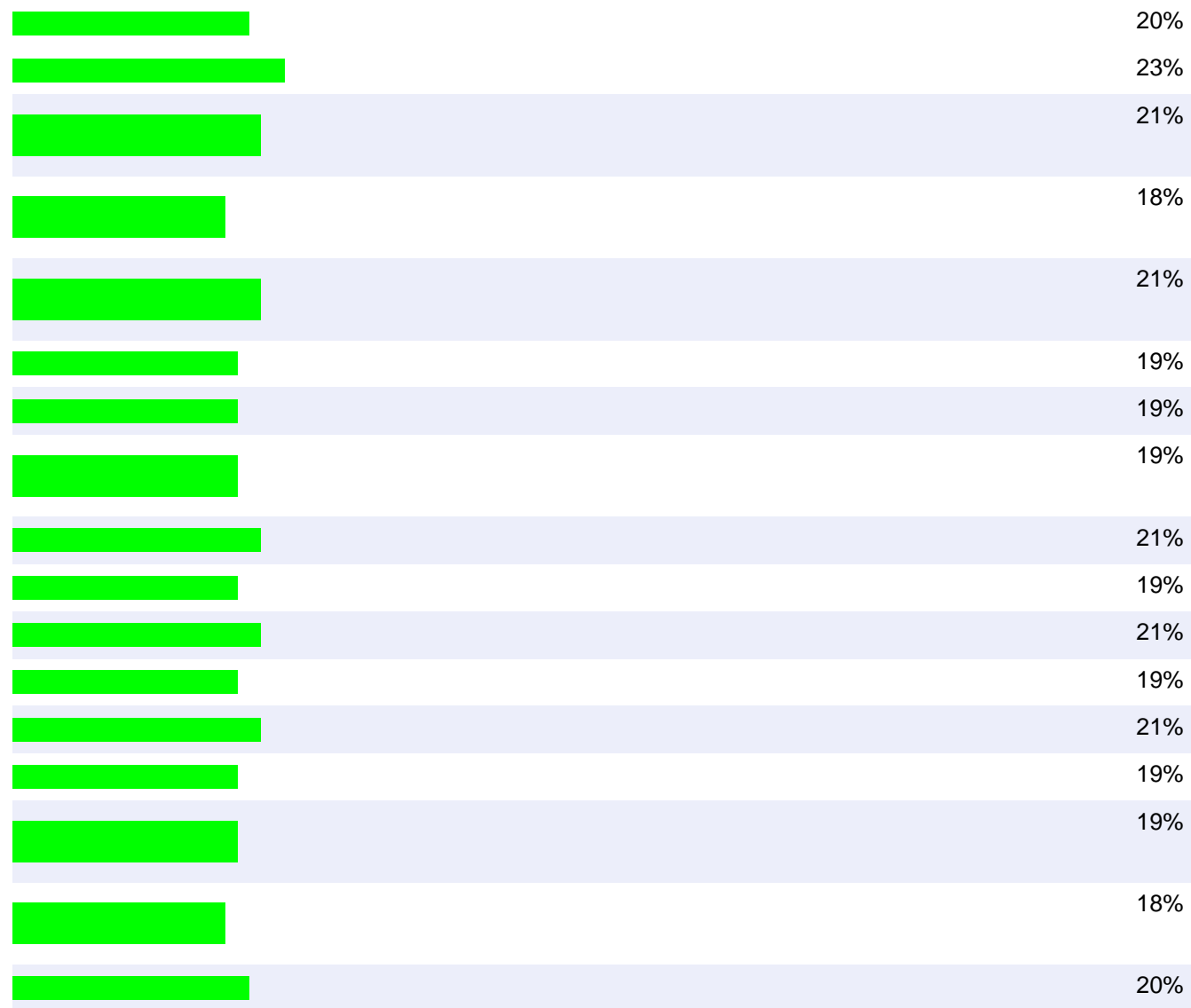
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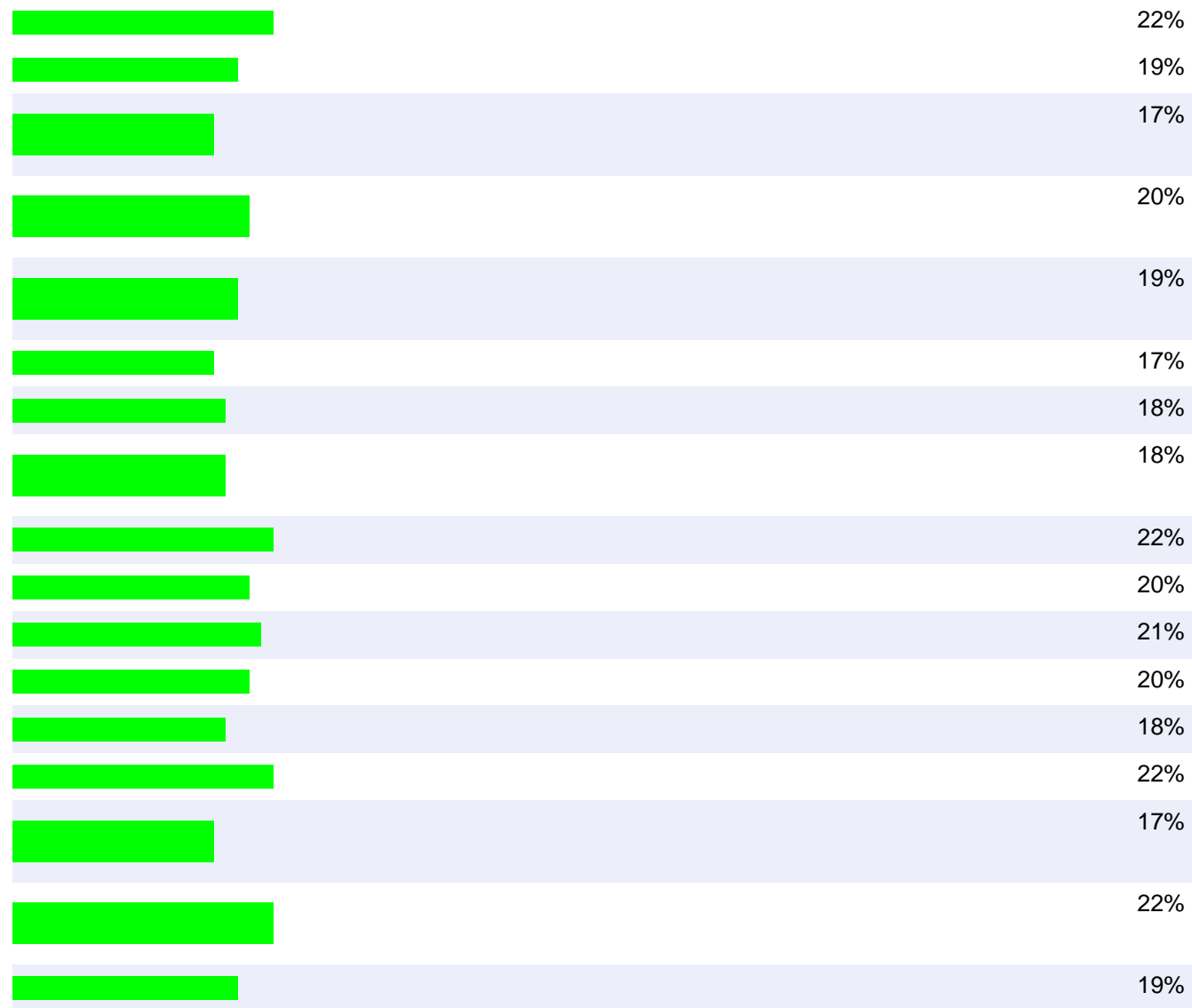
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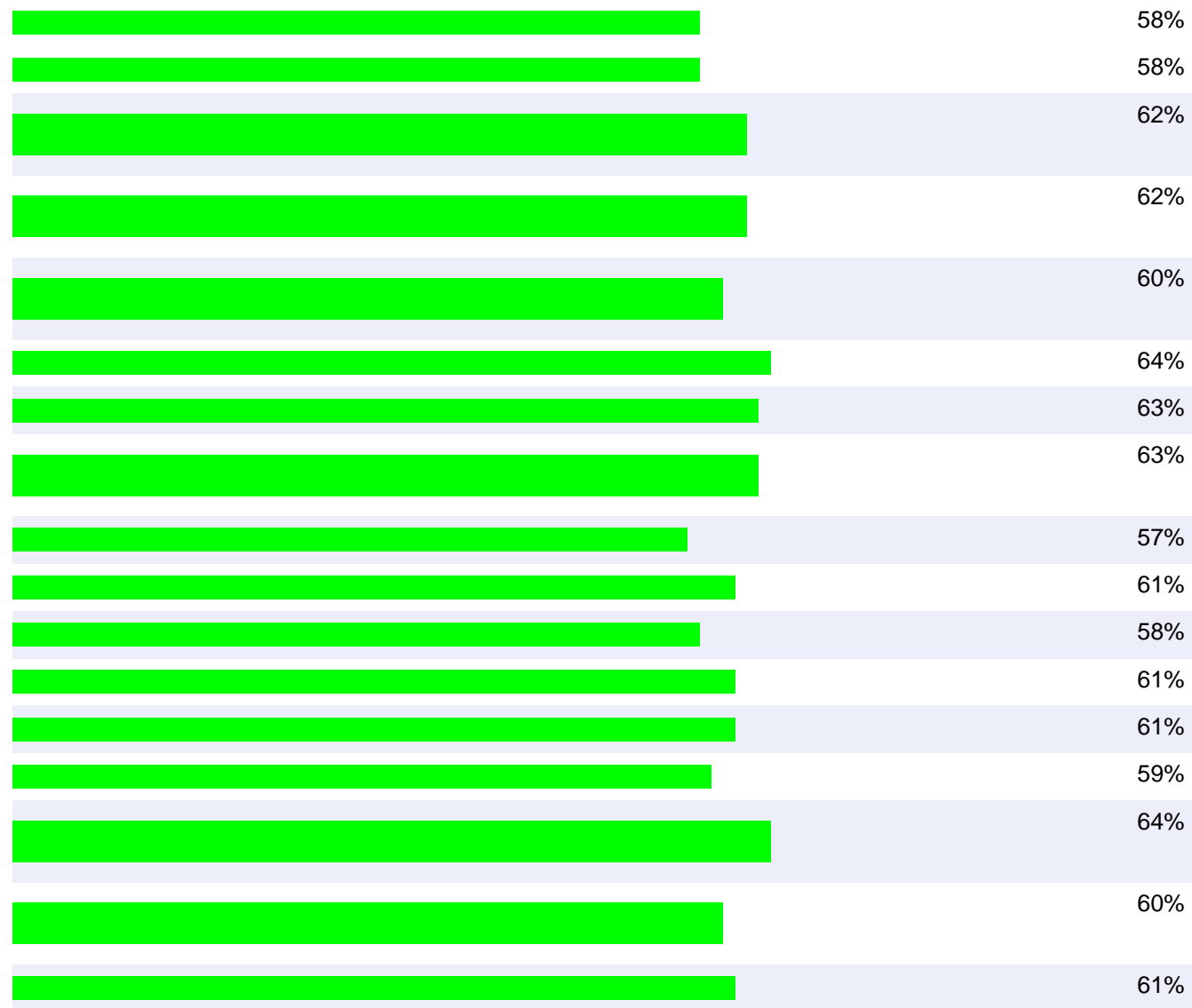
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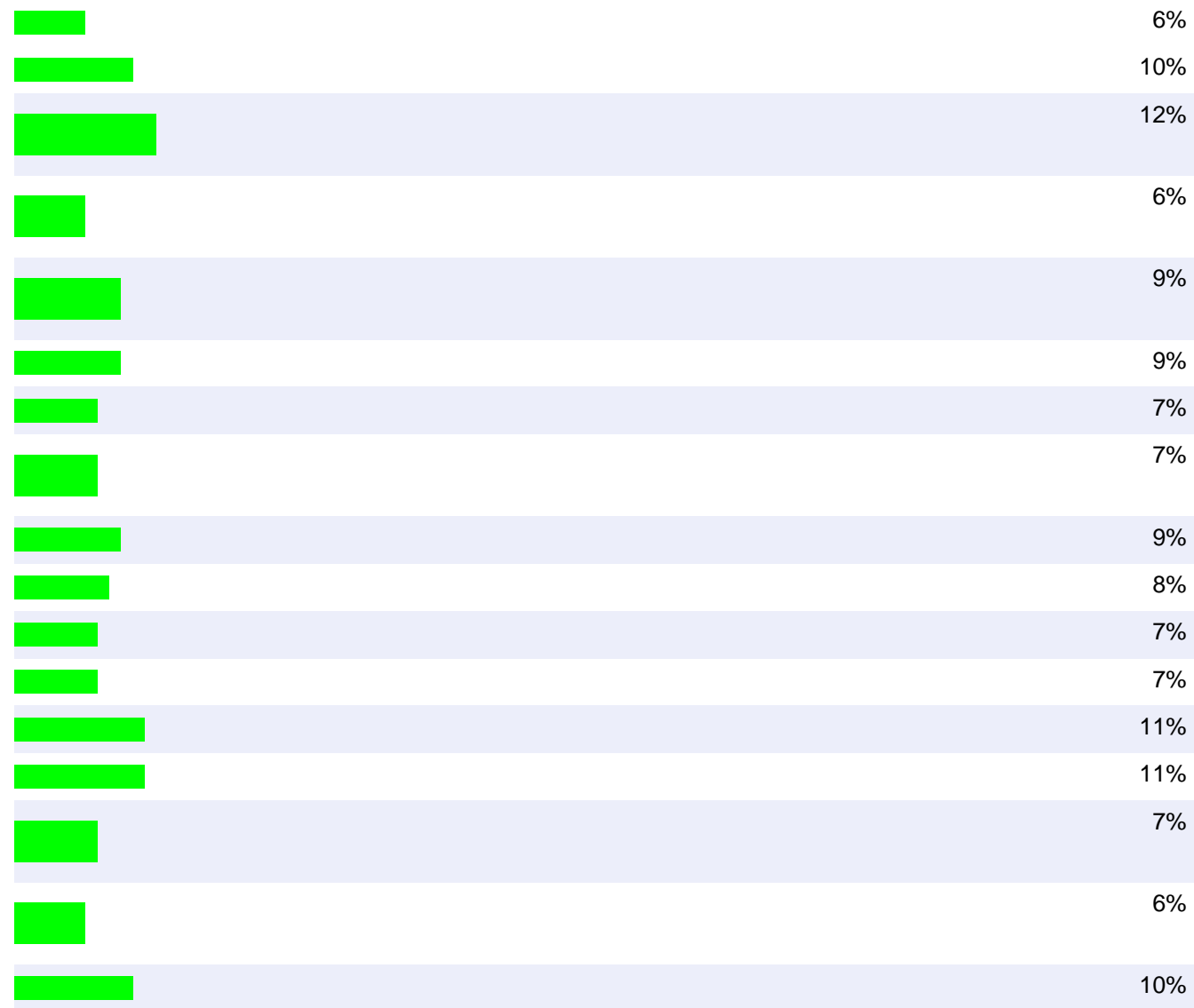
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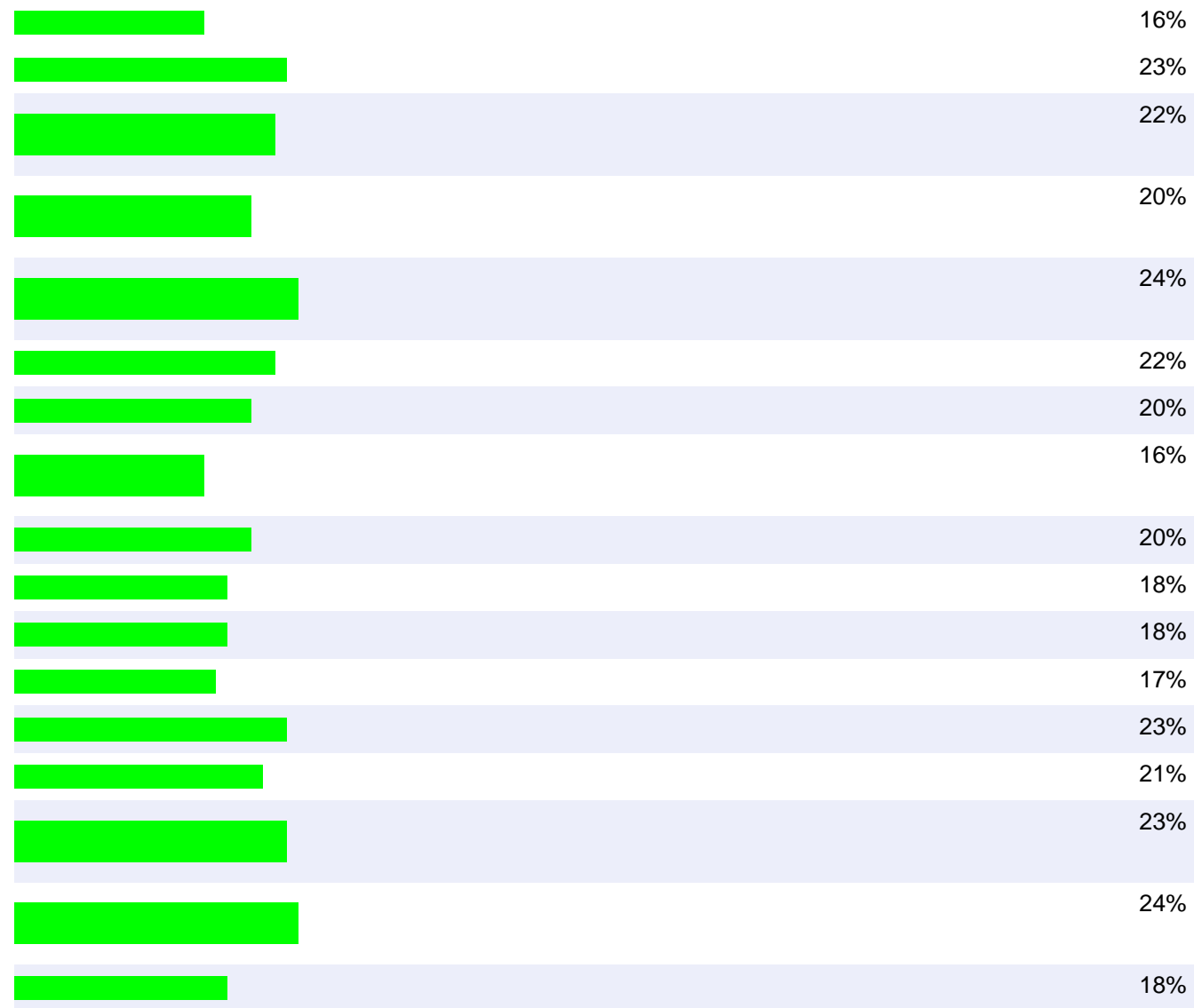
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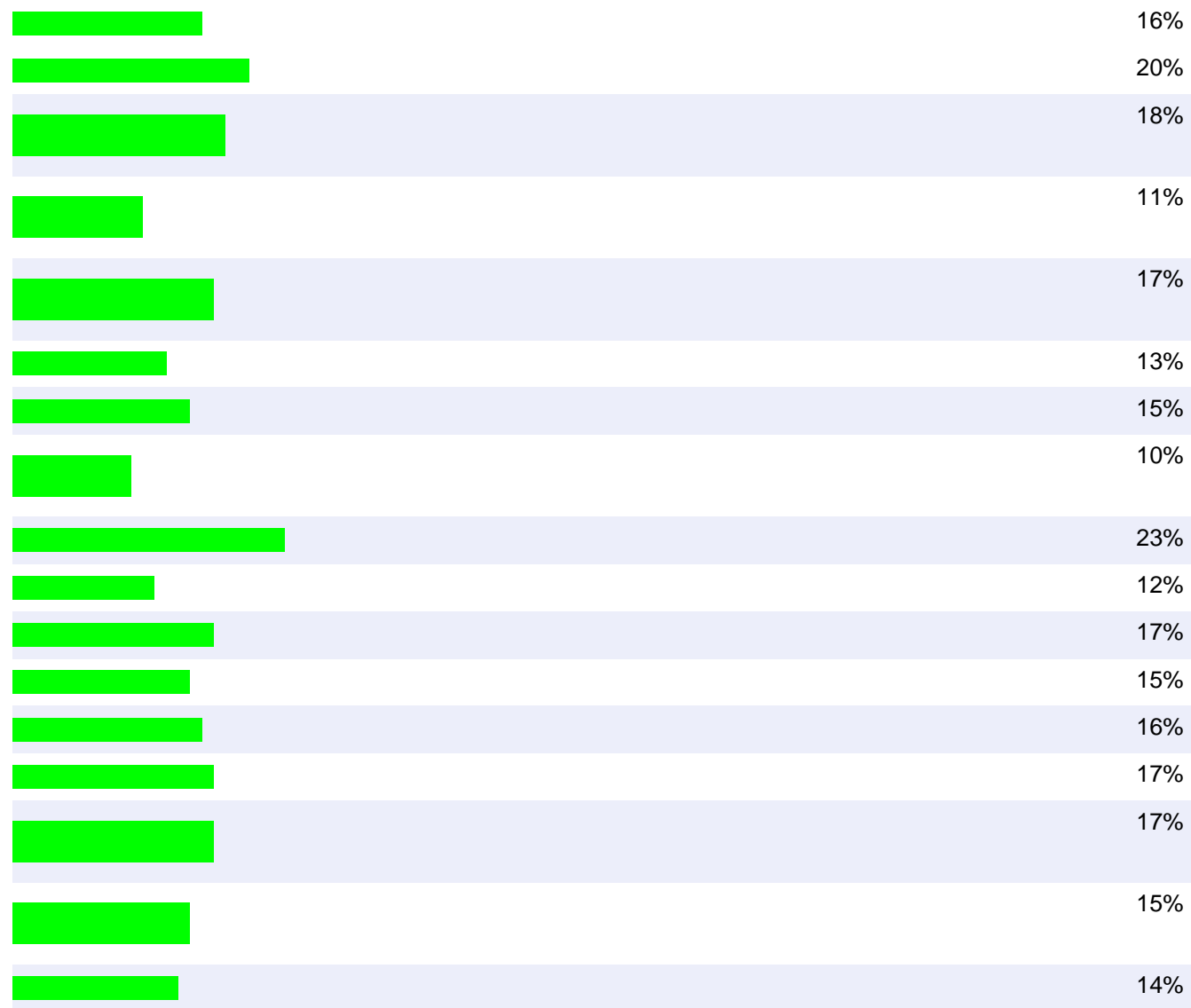
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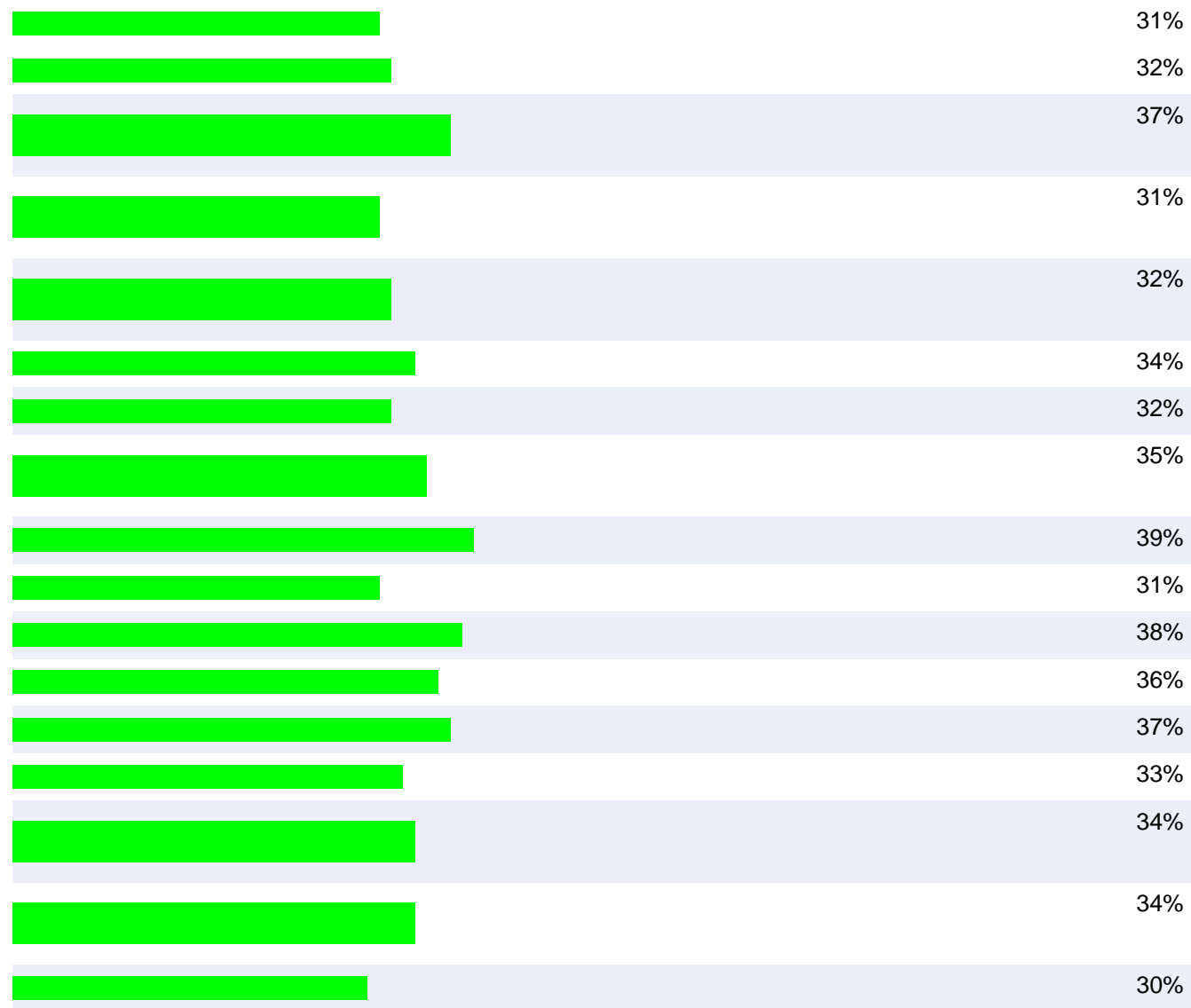
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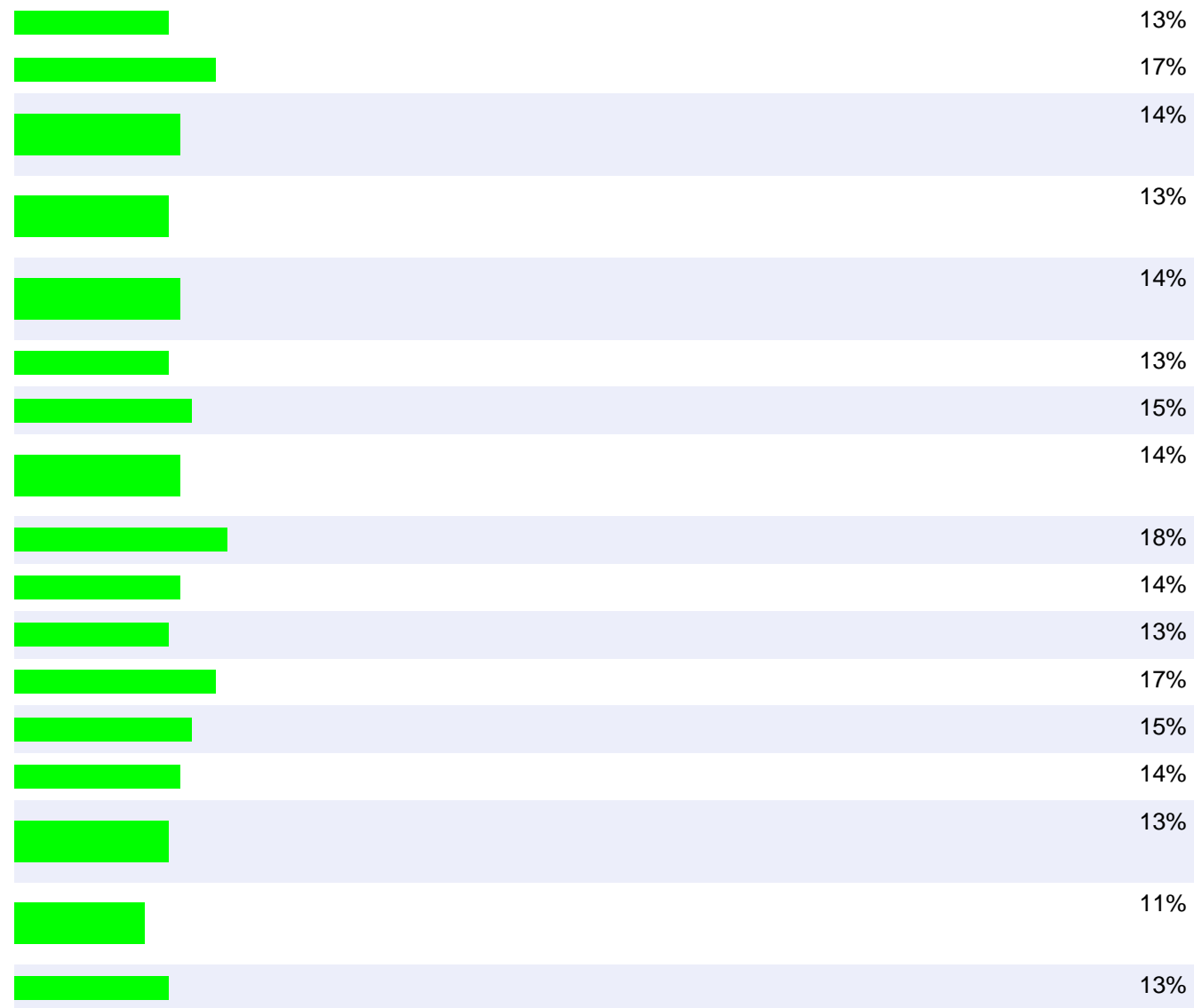
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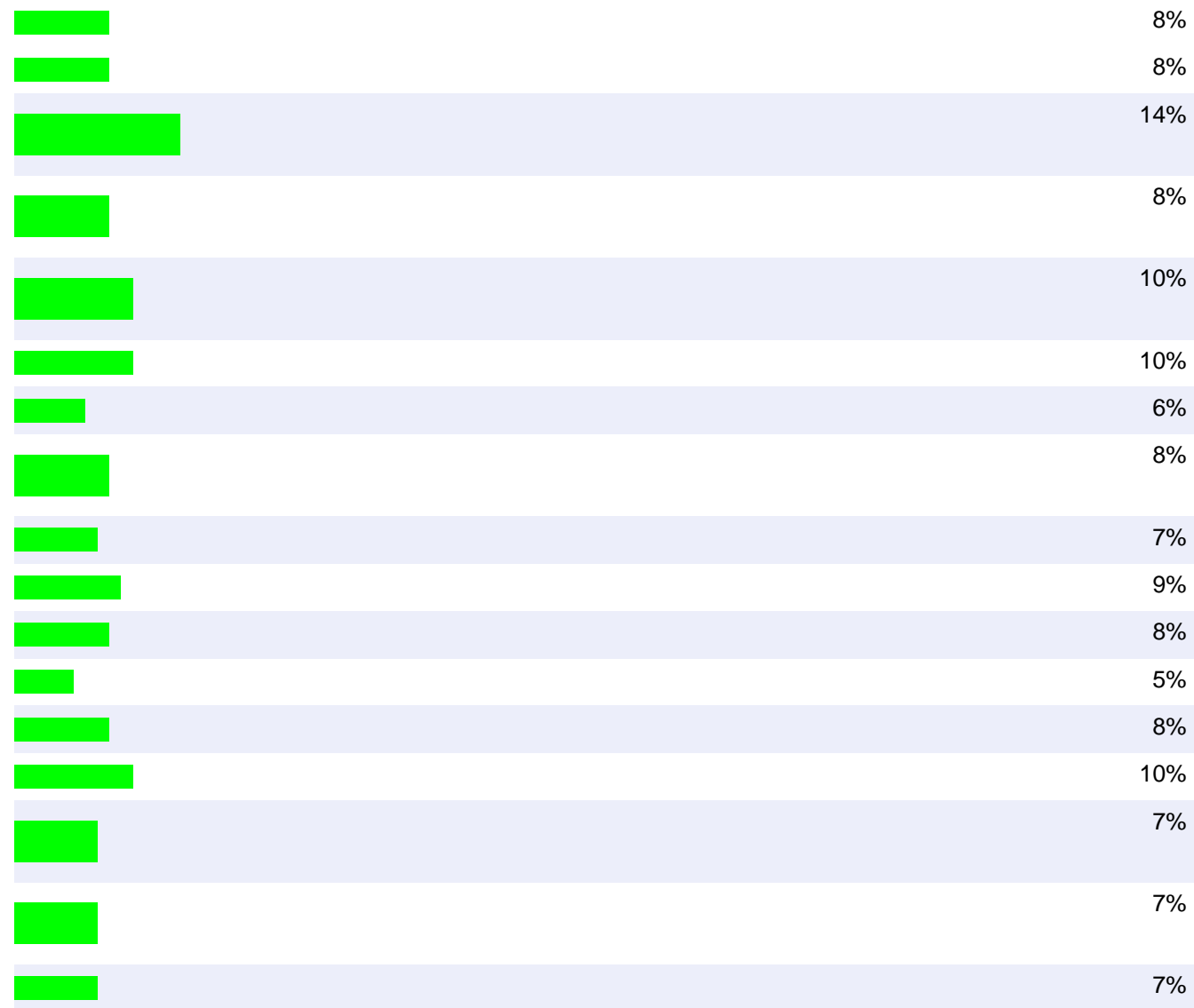
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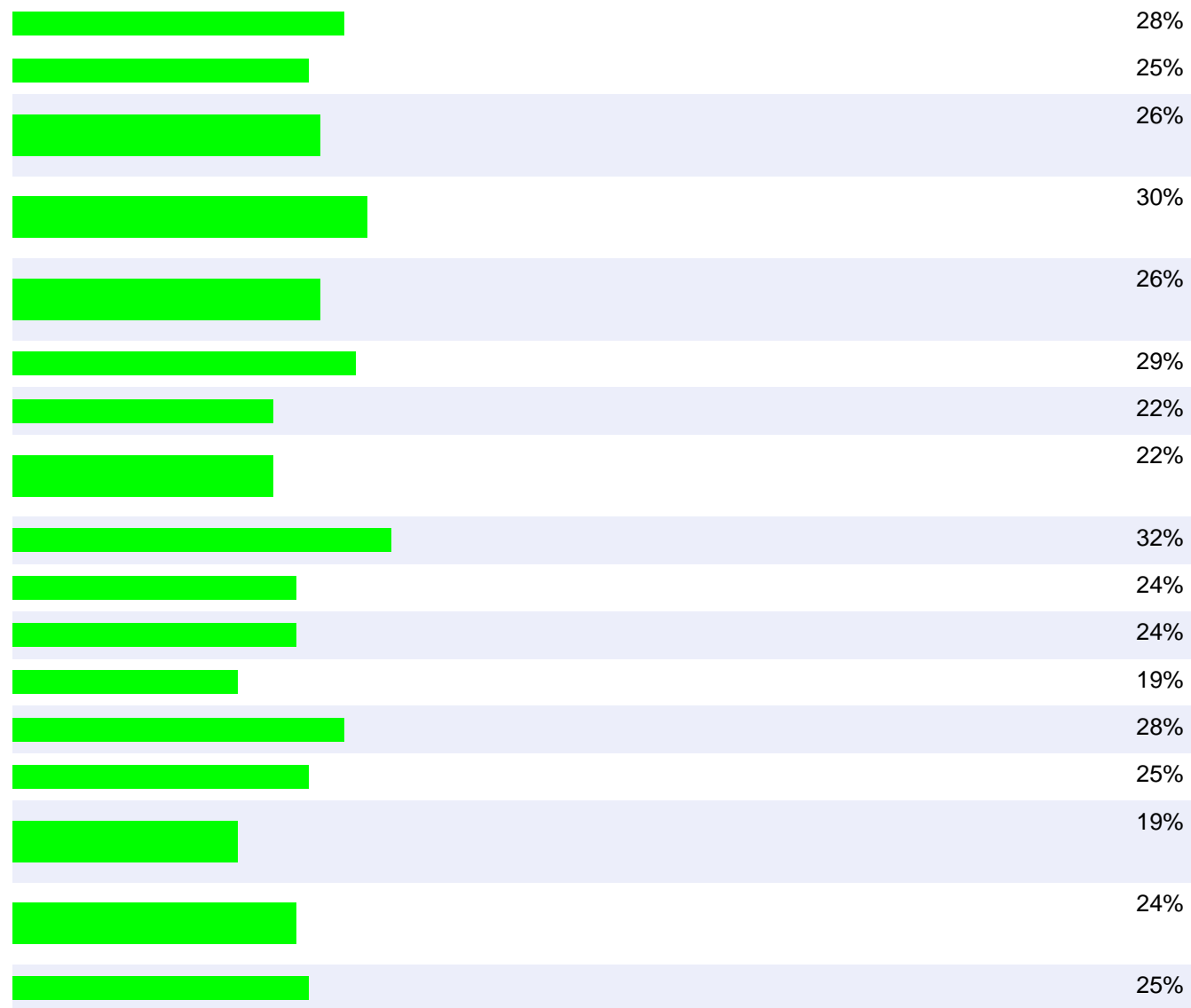
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MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



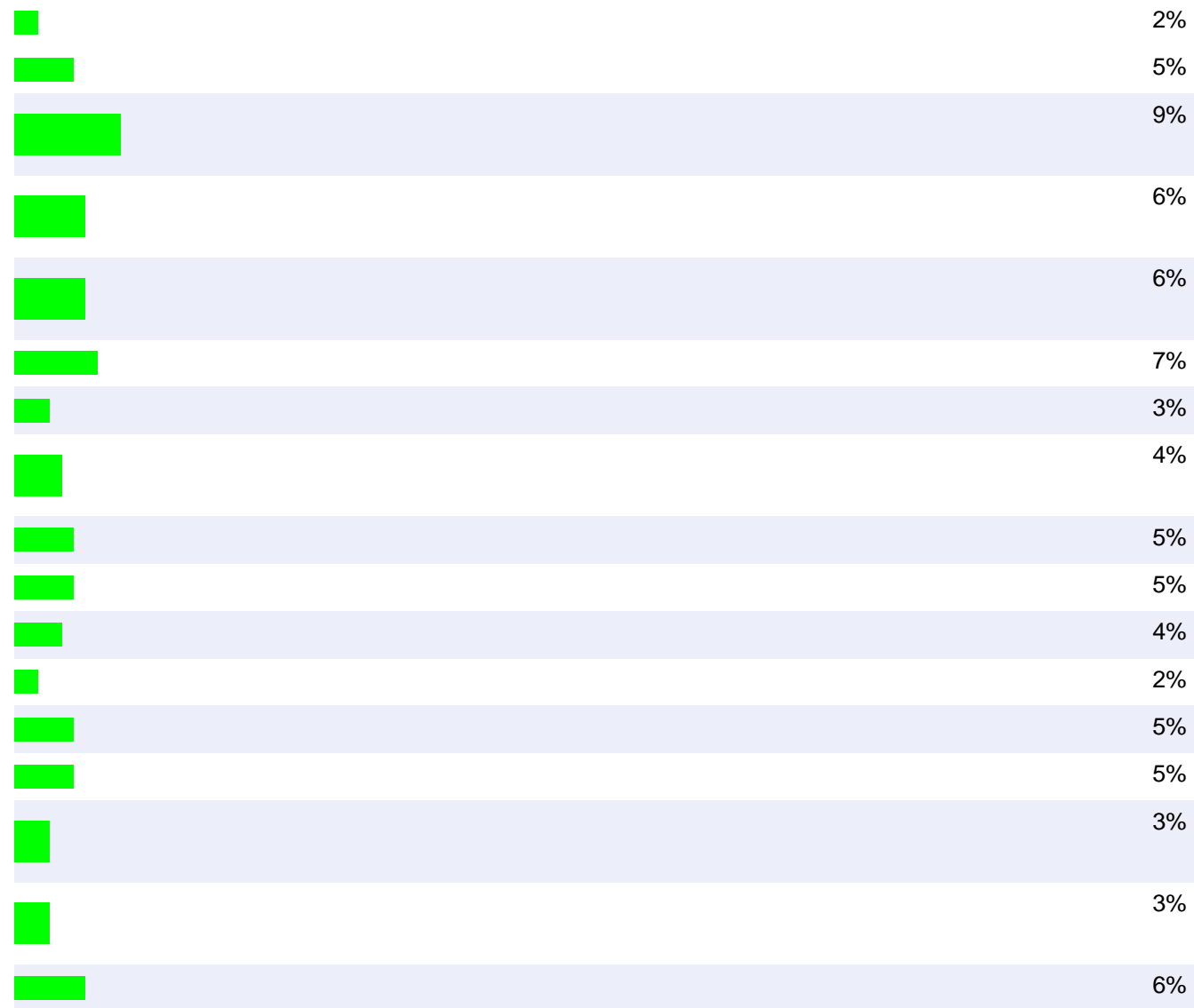
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



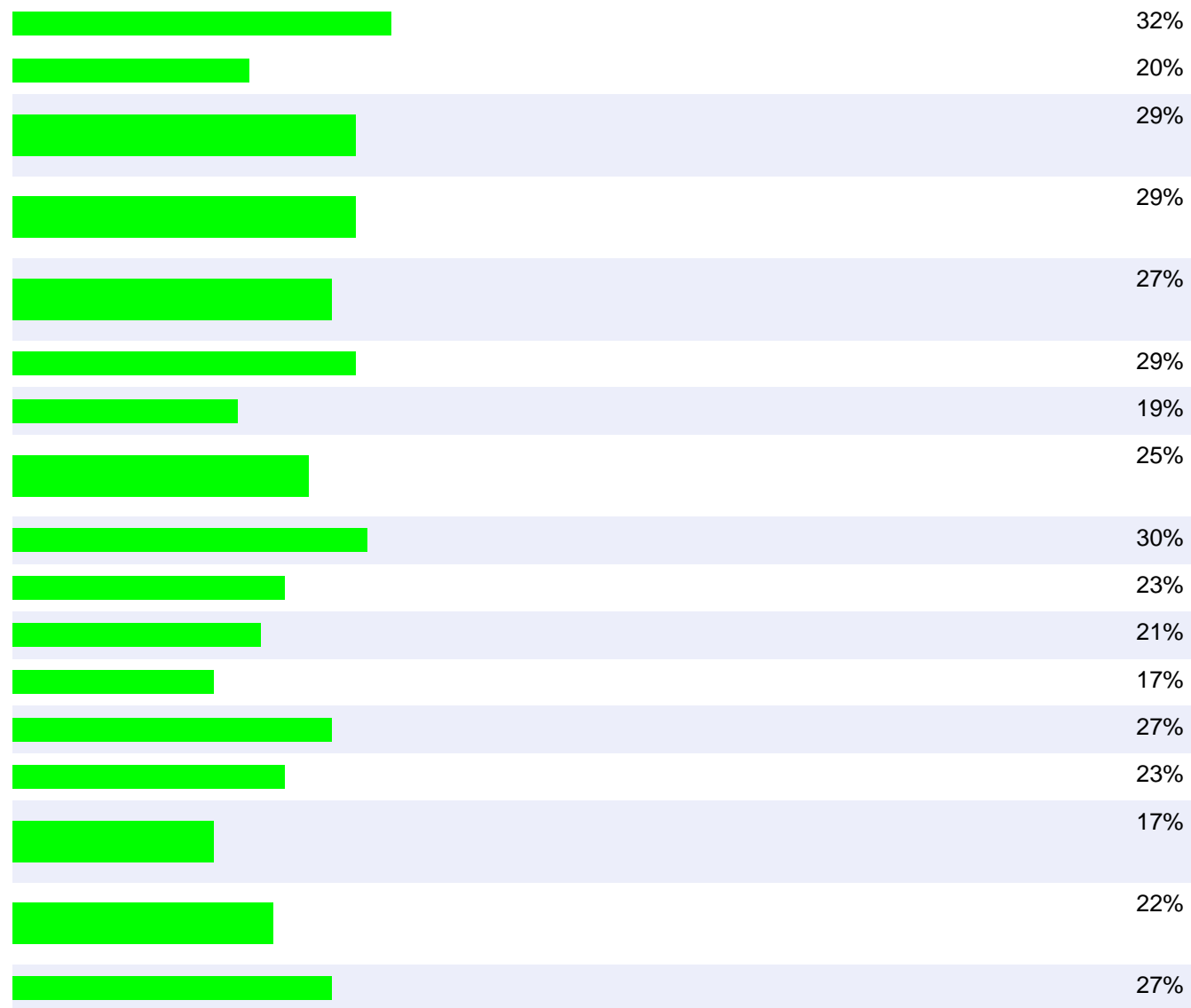
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

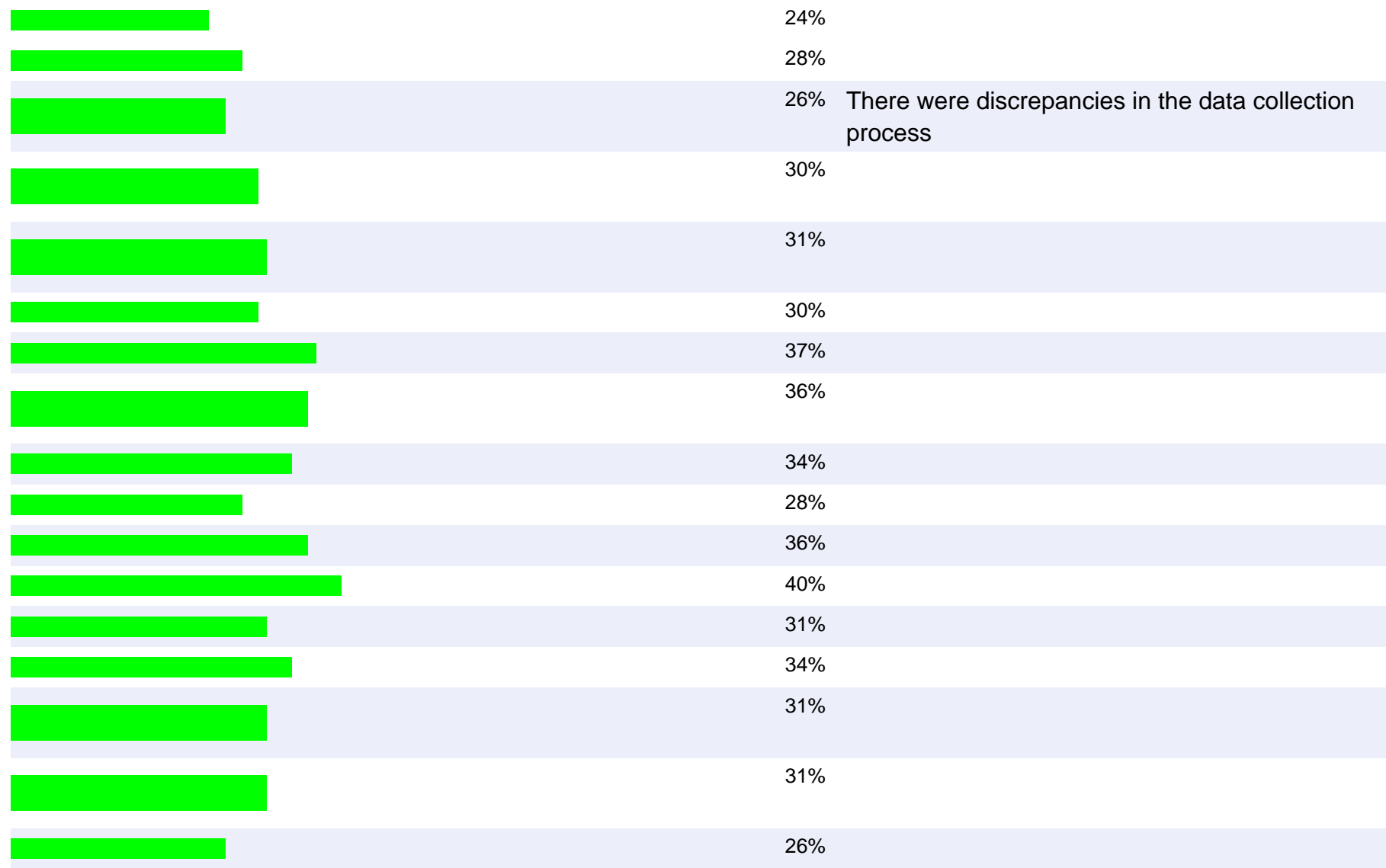
300 or more

300 or more

300 or more

MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | | |
|--------|--|-------------|
| 220175 | METROWEST MEDICAL CENTER | FRAMINGHAM |
| 220010 | LAWRENCE GENERAL HOSPITAL | LAWRENCE |
| 220033 | BEVERLY HOSPITAL CORPORATION | BEVERLY |
| 220046 | BERKSHIRE MEDICAL CENTER INC | PITTSFIELD |
| 220051 | NORTH ADAMS REGIONAL HOSPITAL | NORTH ADAMS |
| 220071 | MASSACHUSETTS GENERAL HOSPITAL | BOSTON |
| 220083 | BETH ISRAEL DEACONESS HOSPITAL - NEEDHAM | NEEDHAM |
| 220095 | HEYWOOD HOSPITAL | GARDNER |
| 220101 | NEWTON-WELLESLEY HOSPITAL | NEWTON |
| 220126 | NORWOOD HOSPITAL | NORWOOD |
| 221300 | MARTHA'S VINEYARD HOSPITAL INC | OAK BLUFFS |
| 220017 | CARNEY HOSPITAL | BOSTON |
| 220030 | WING MEMORIAL HOSPITAL AND MEDICAL CENTER | PALMER |
| 220036 | ST ELIZABETH'S MEDICAL CENTER | BRIGHTON |
| 220065 | NOBLE HOSPITAL | WESTFIELD |
| 220108 | MILTON HOSPITAL INC | MILTON |
| 220116 | TUFTS MEDICAL CENTER | BOSTON |
| 220029 | ANNA JAKUES HOSPITAL | NEWBURYPORT |
| 220050 | BAYSTATE MARY LANE HOSPITAL | WARE |

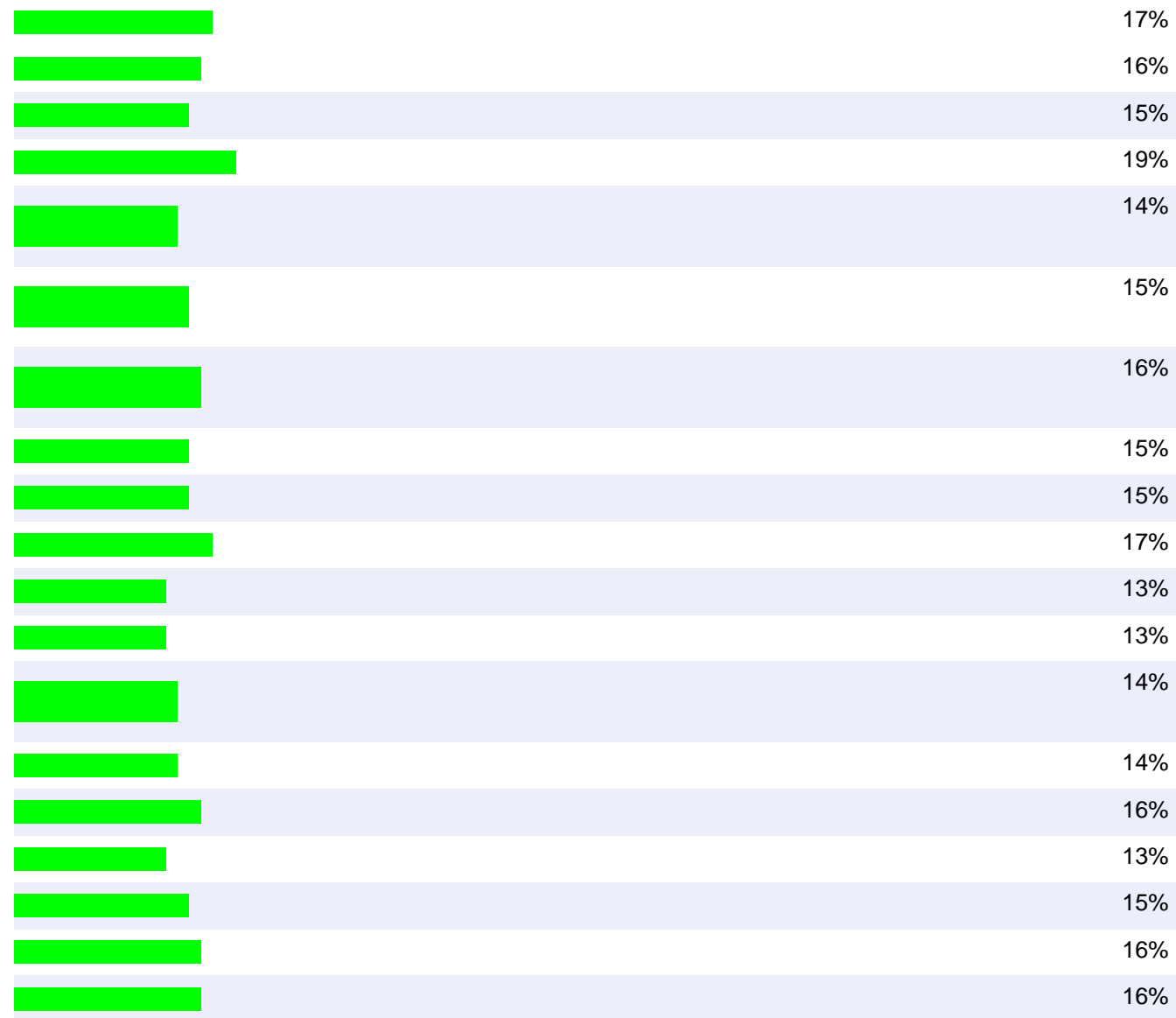
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | | |
|----|--|-----|
| MA | | 78% |
| MA | | 79% |
| MA | | 79% |
| MA | | 79% |
| MA | | 79% |
| MA | | 79% |
| MA | | 79% |
| MA | | 79% |
| MA | | 79% |
| MA | | 79% |
| MA | | 80% |
| MA | | 80% |
| MA | | 80% |
| MA | | 80% |
| MA | | 80% |
| MA | | 81% |
| MA | | 81% |

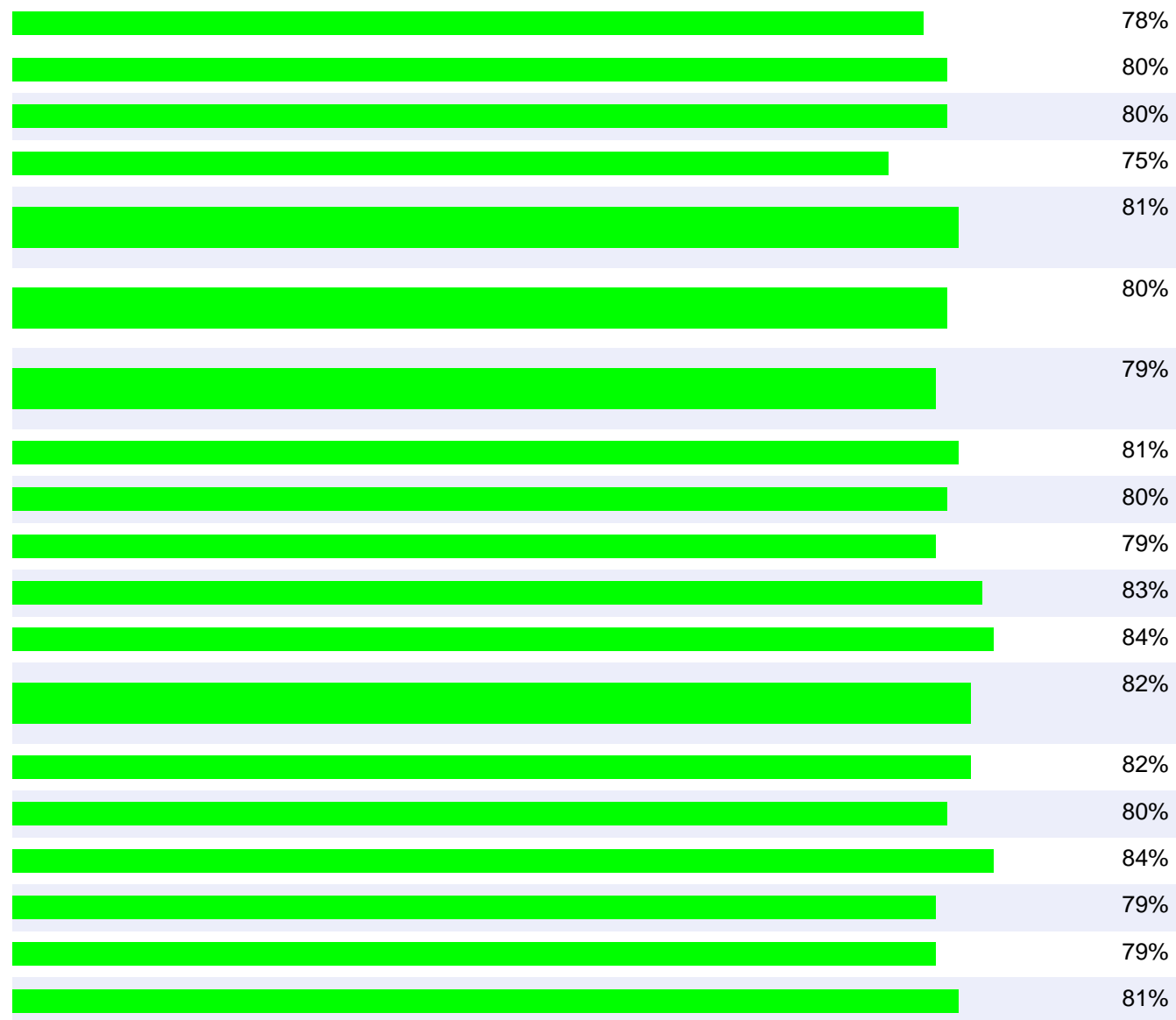
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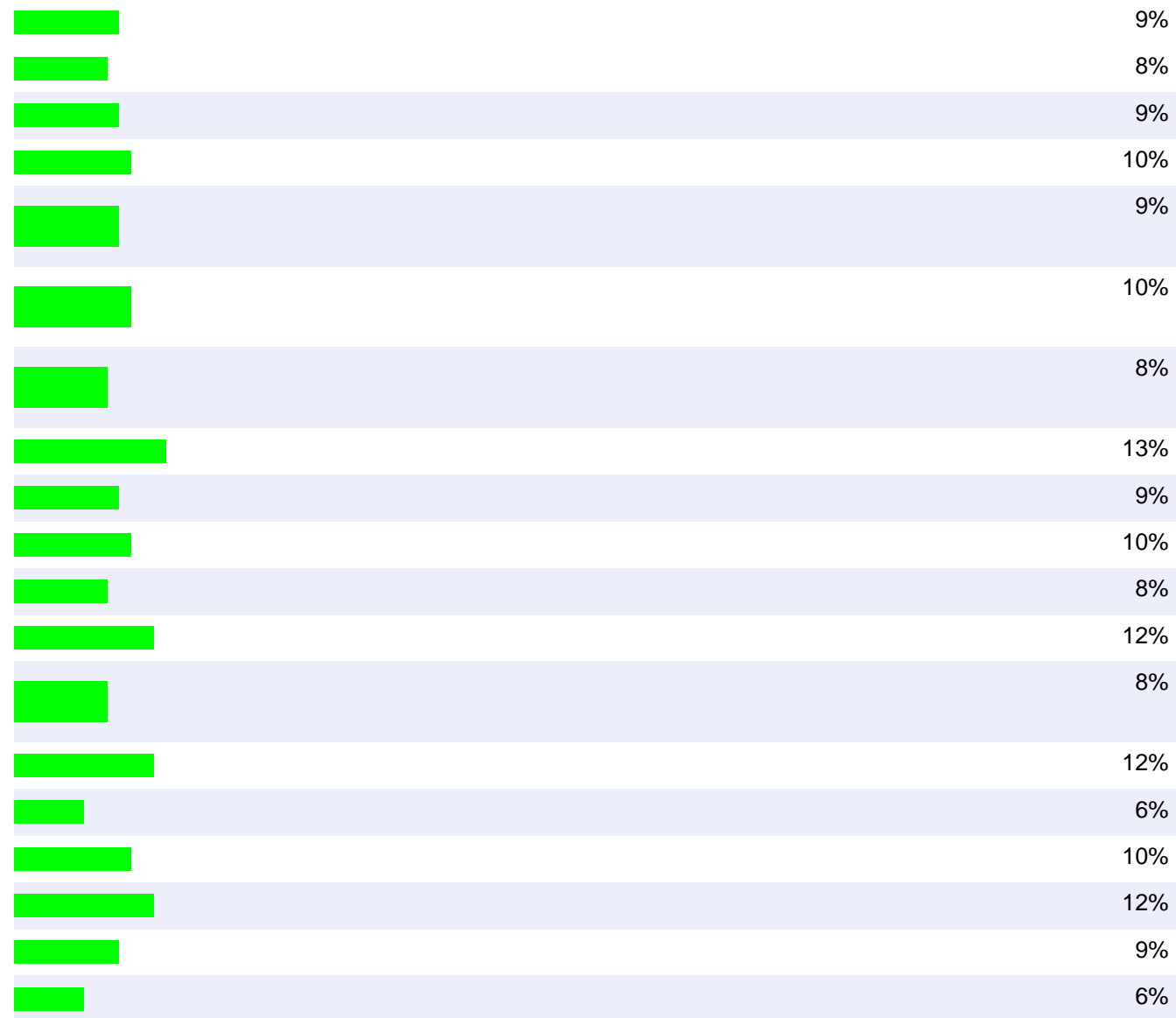
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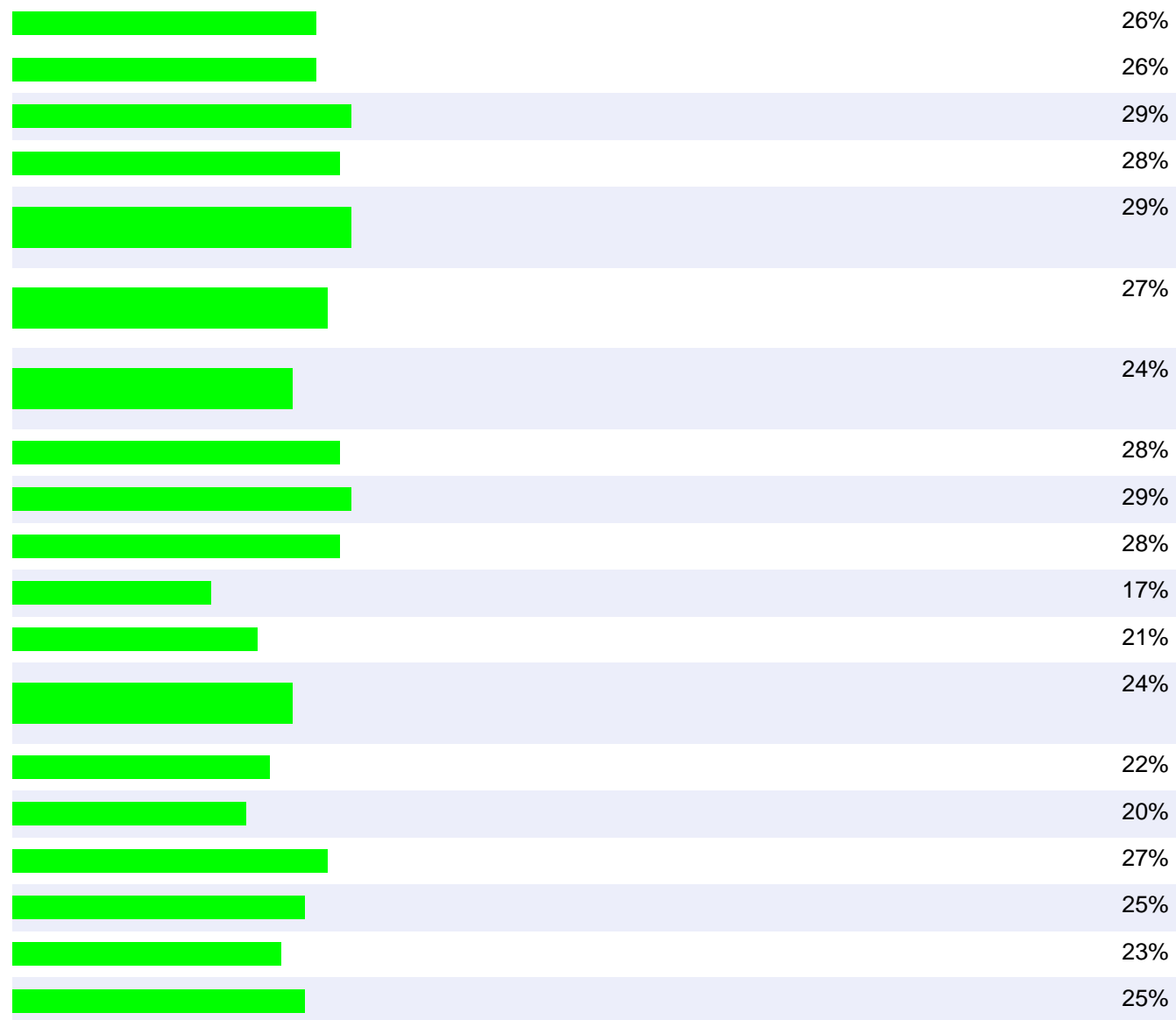
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



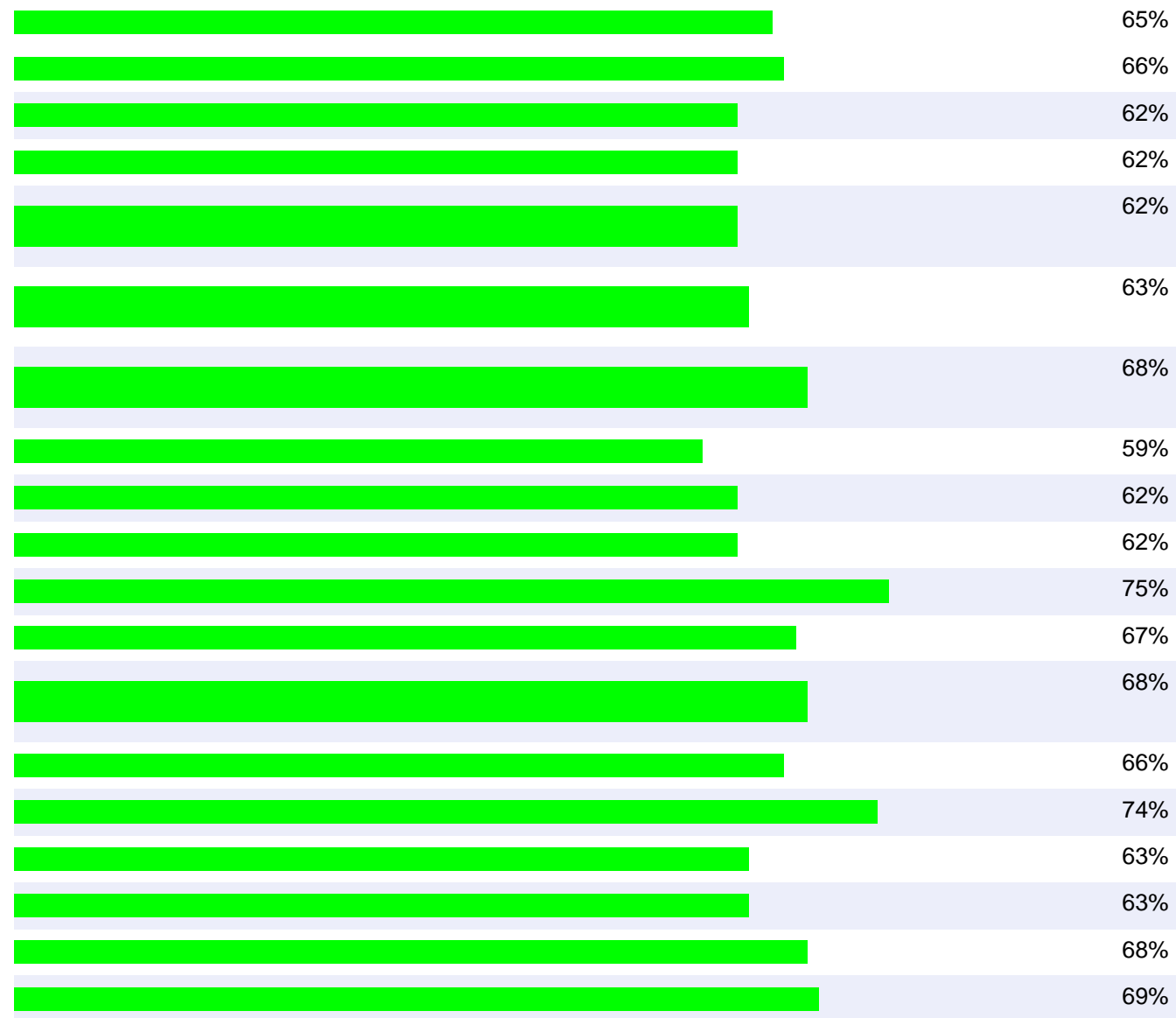
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



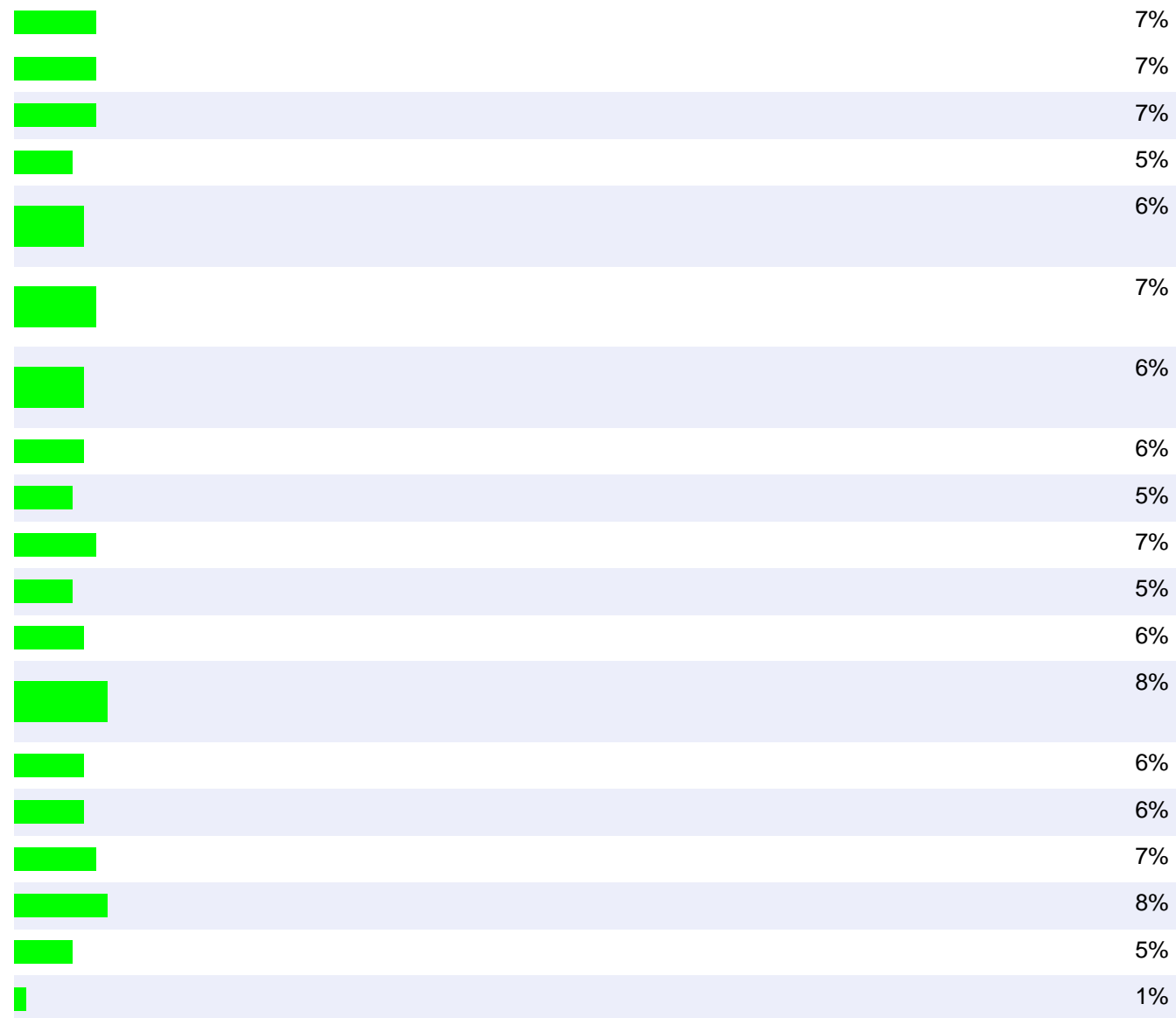
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



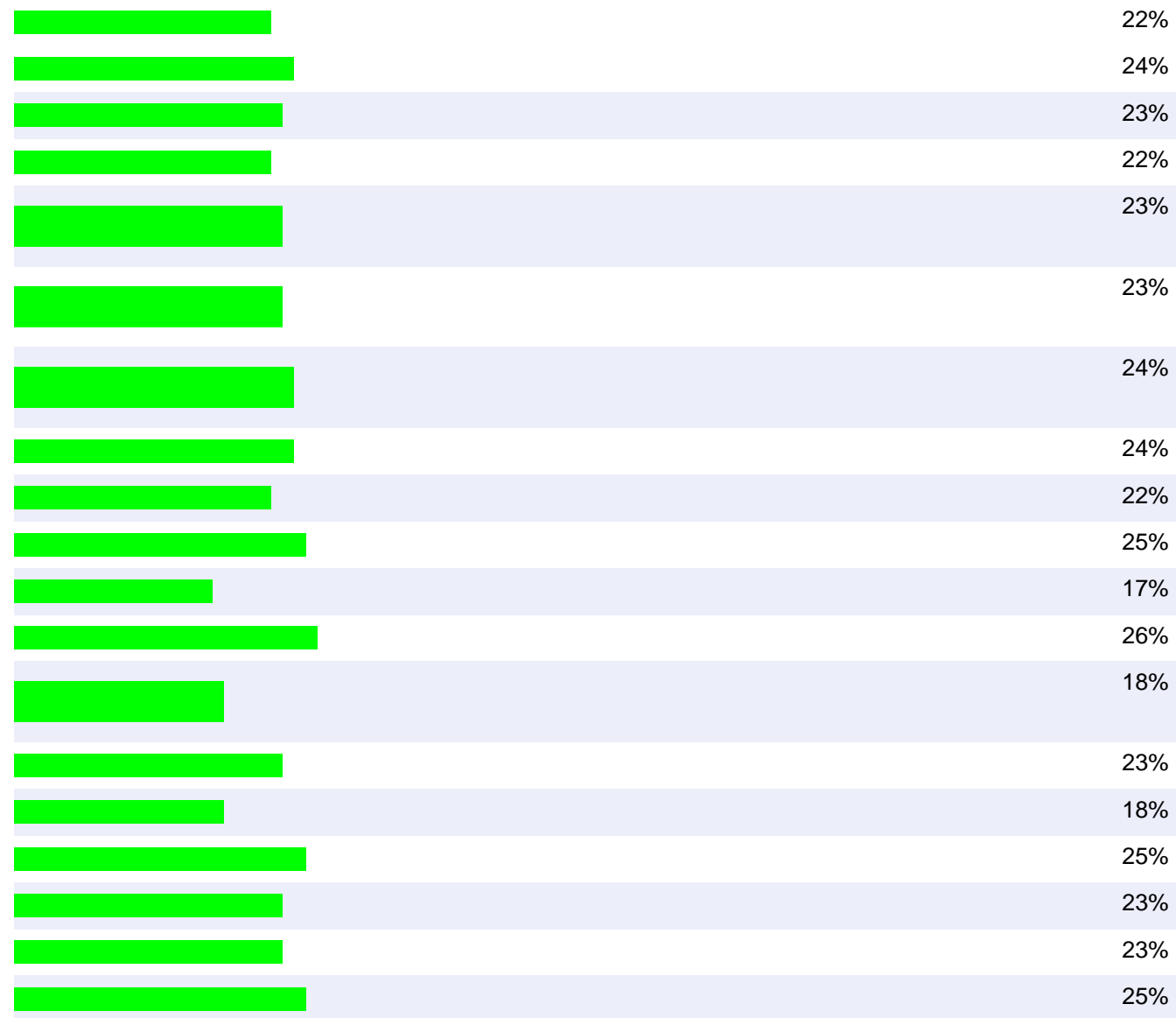
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



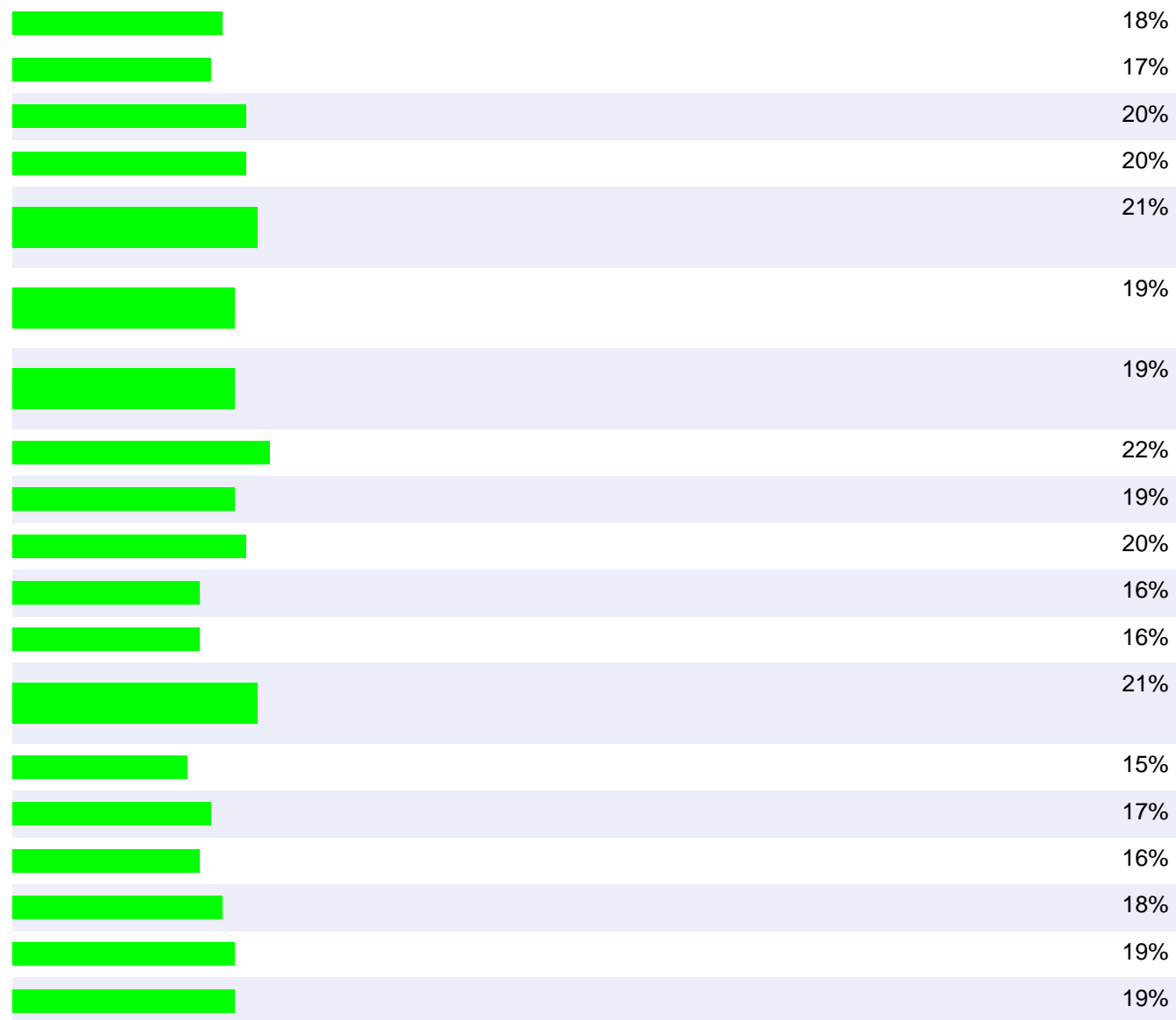
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



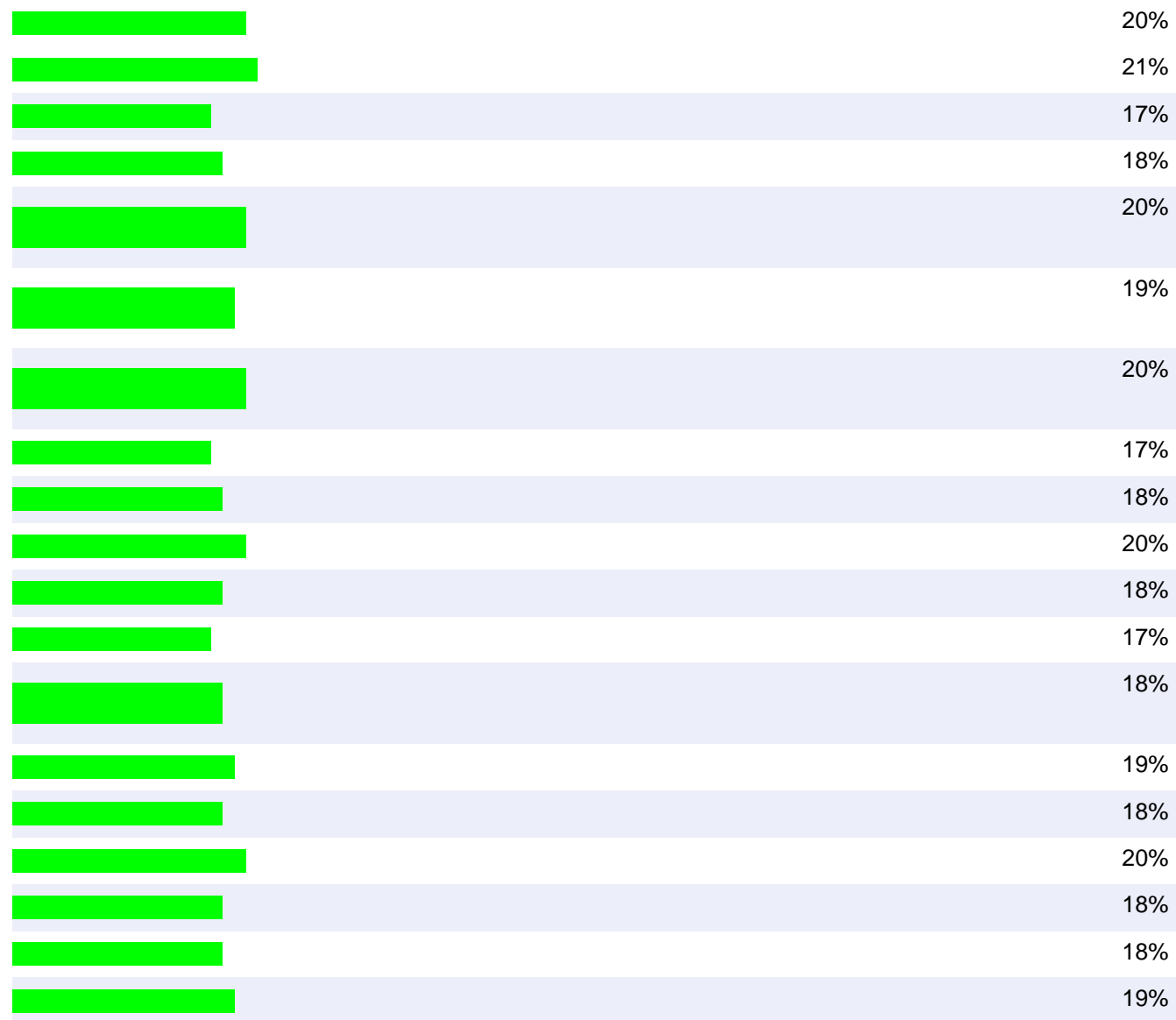
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



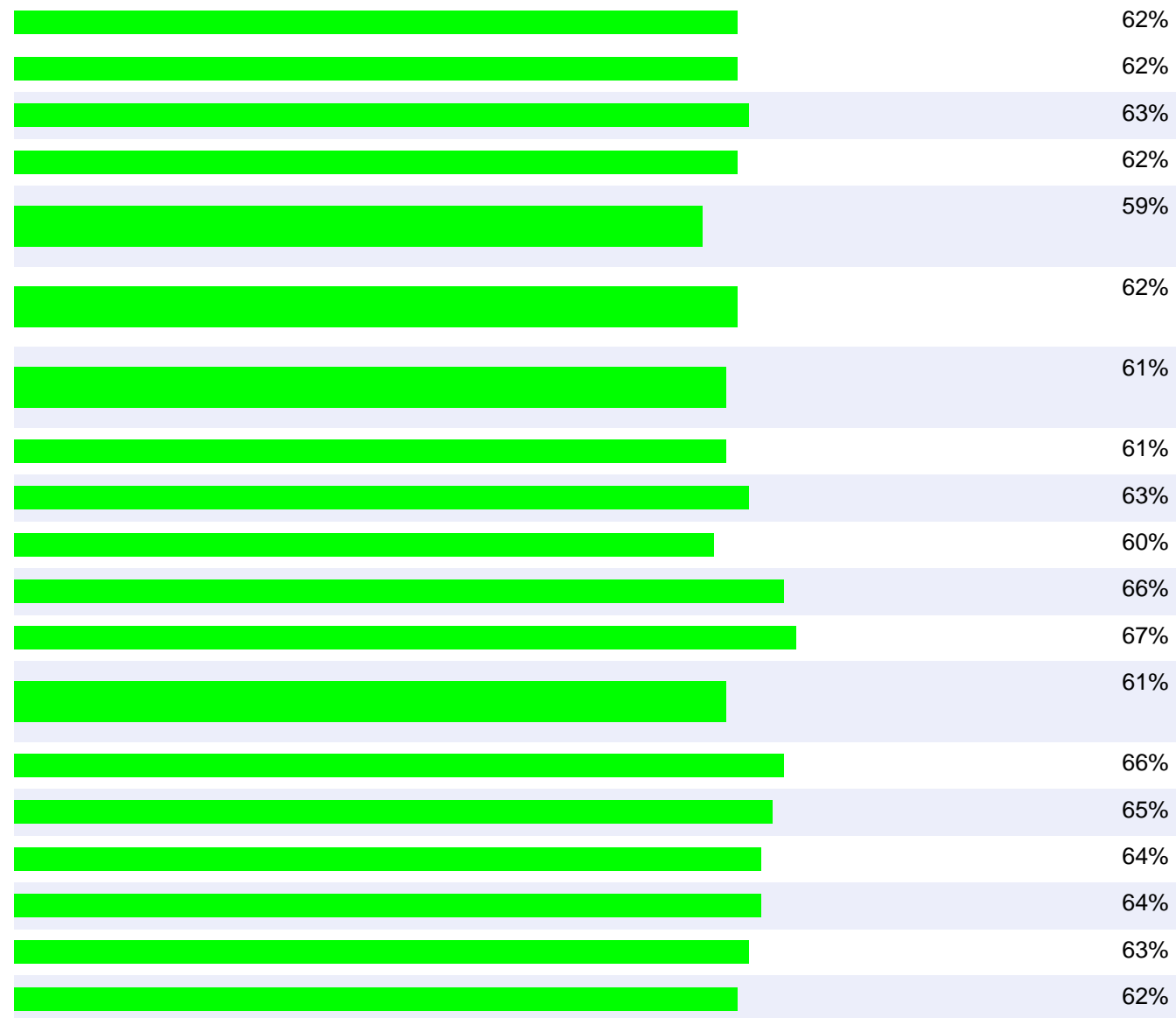
MA HCAHPS 1

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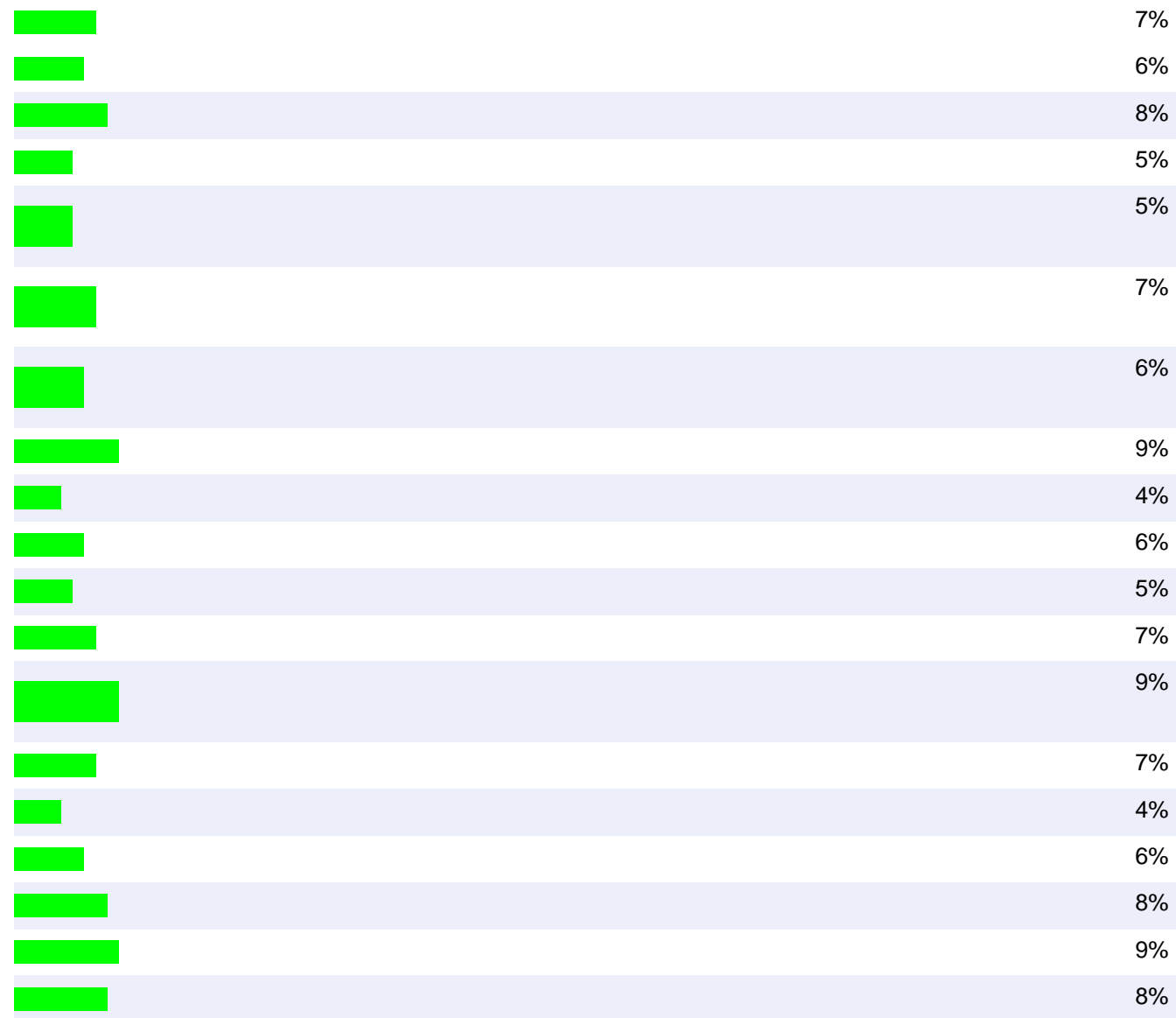
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



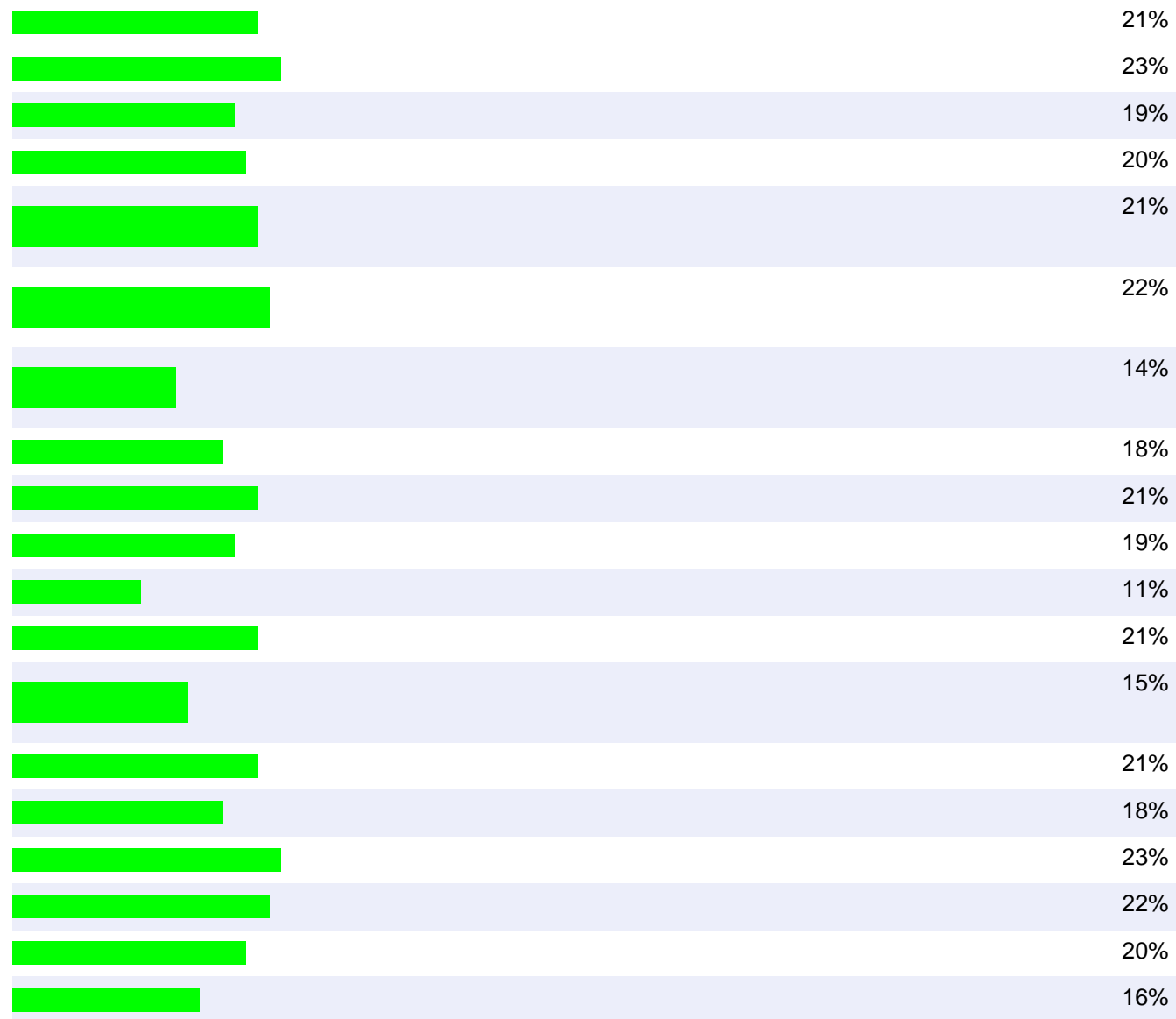
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

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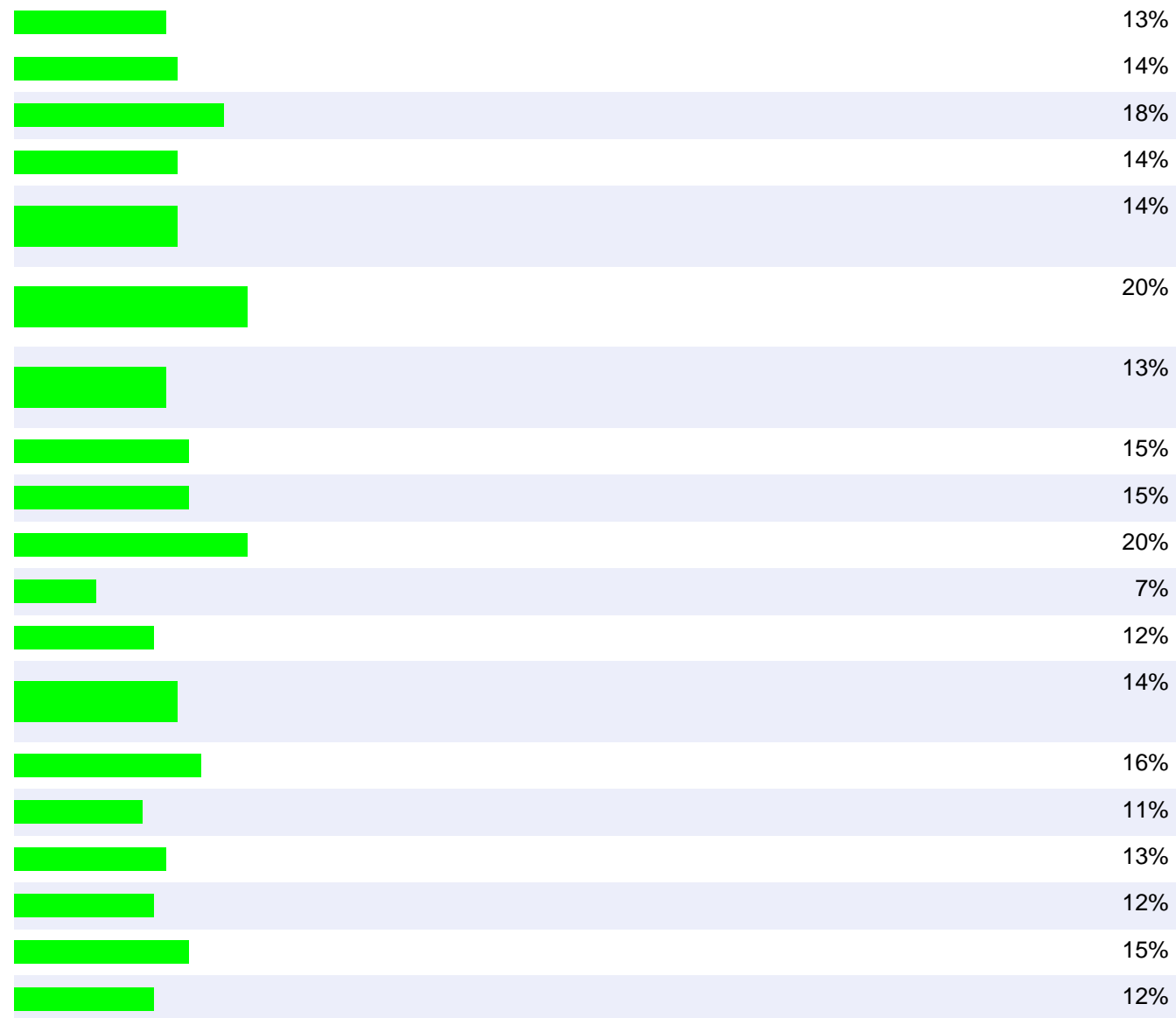
MA HCAHPS 1

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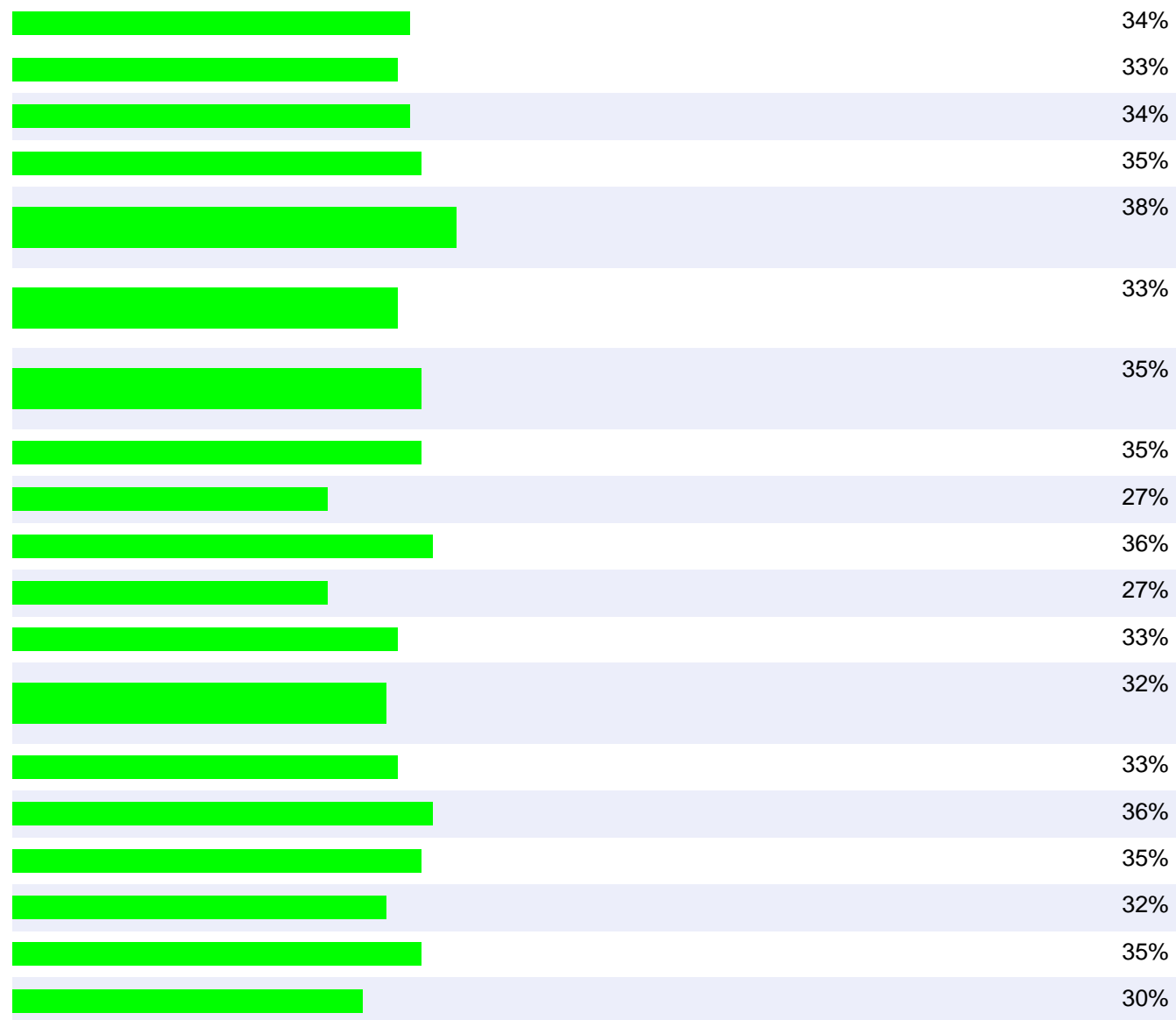
MA HCAHPS 1

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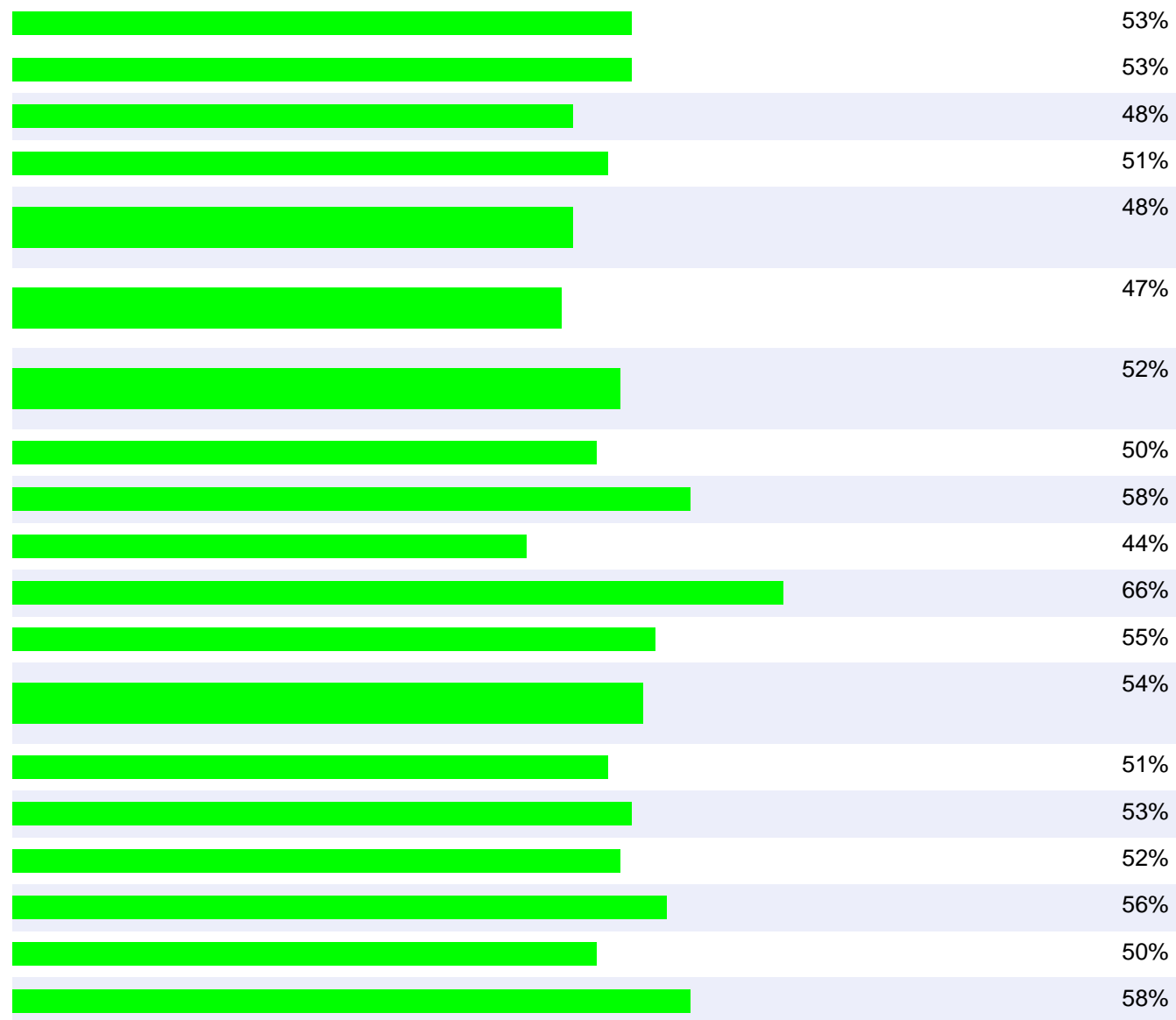
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

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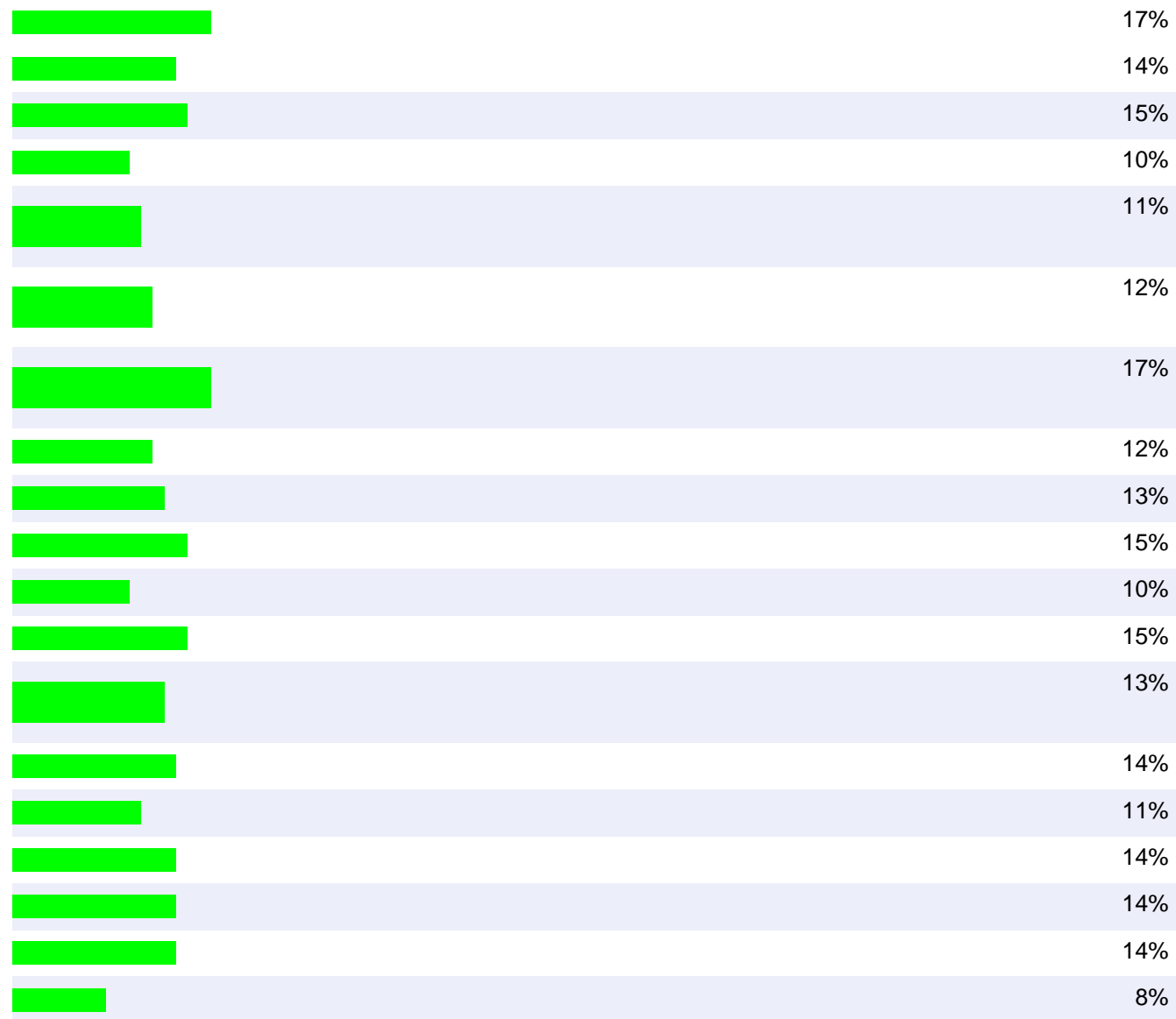
MA HCAHPS 1

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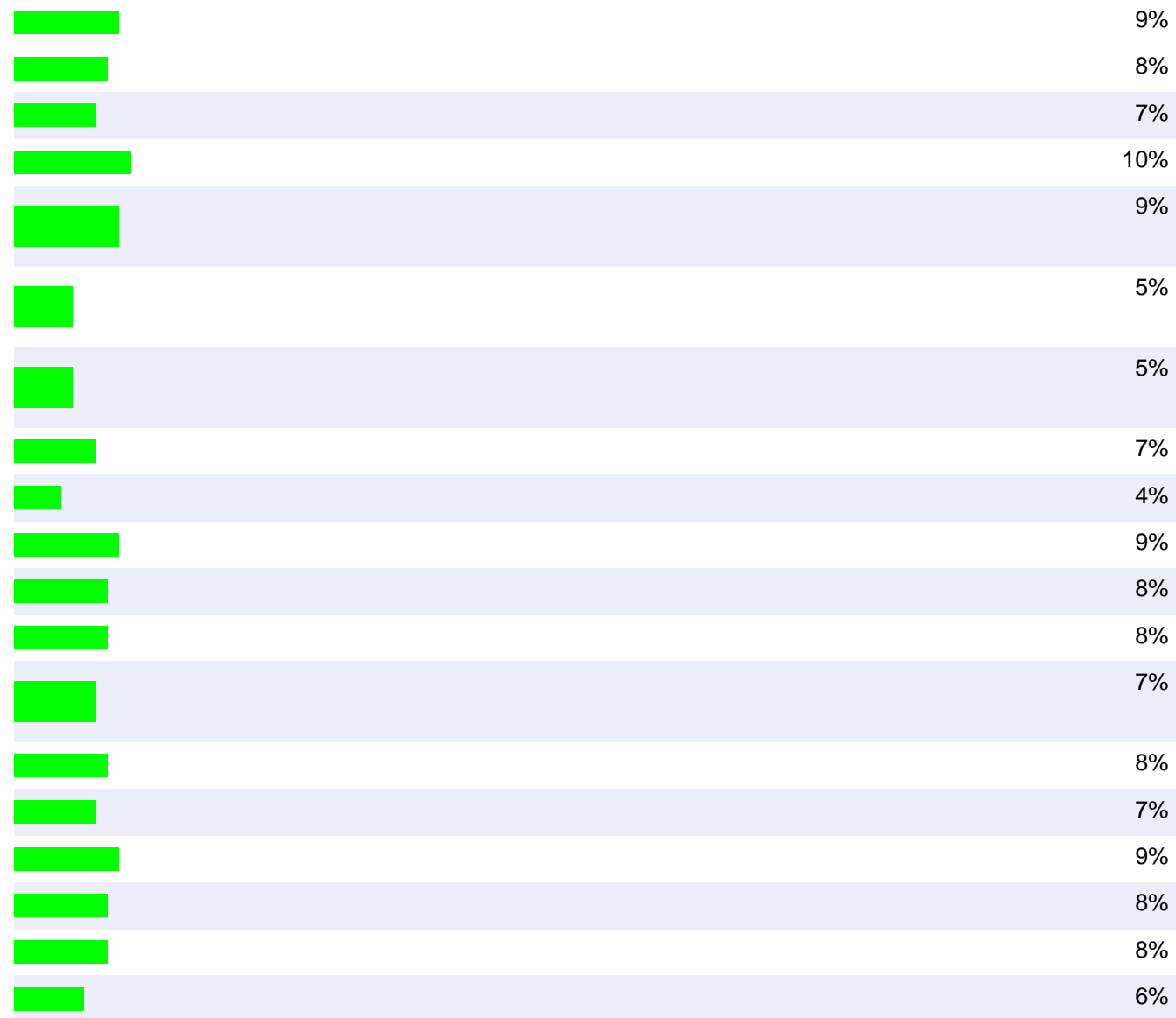
MA HCAHPS 1

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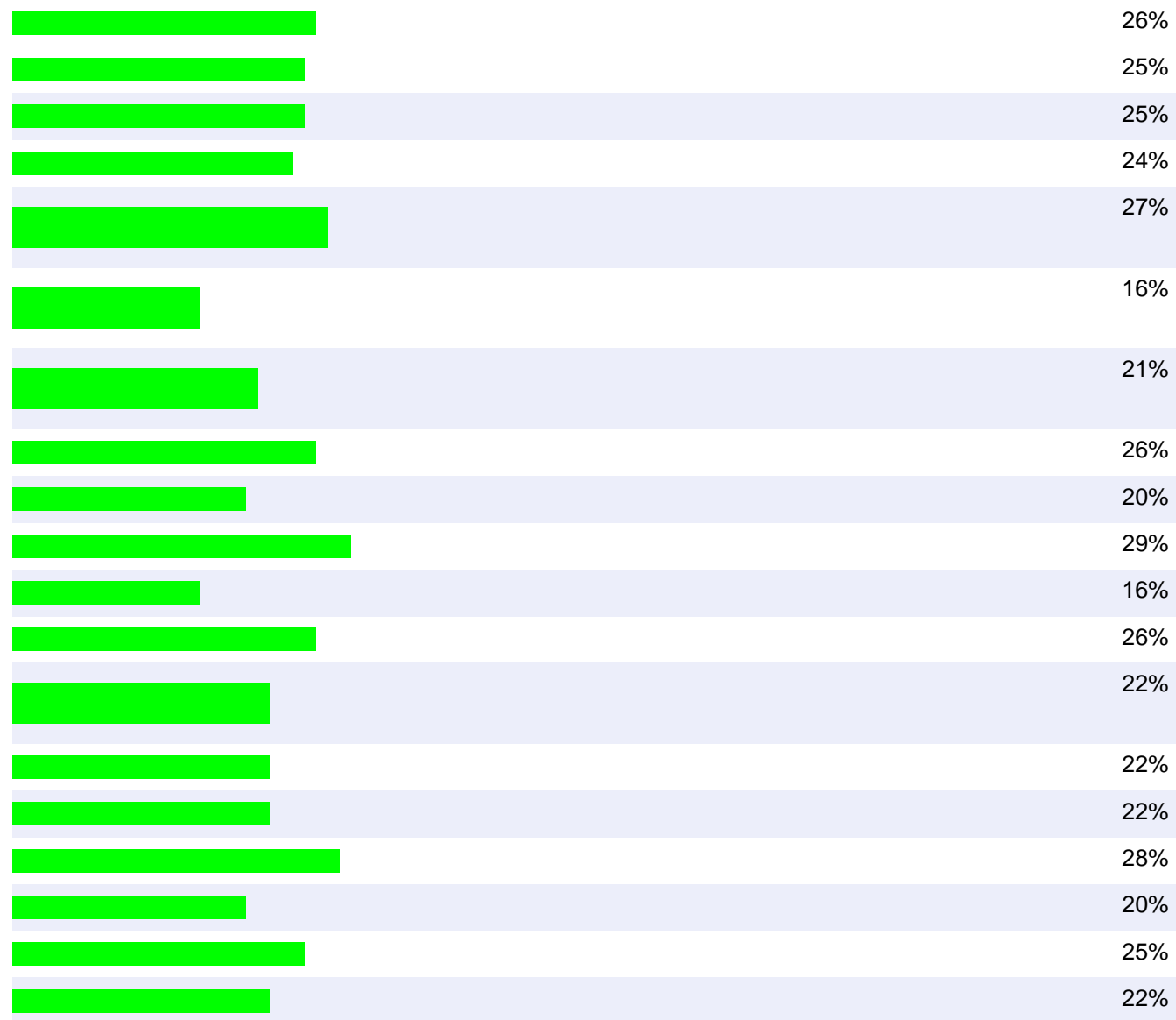
MA HCAHPS 1

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



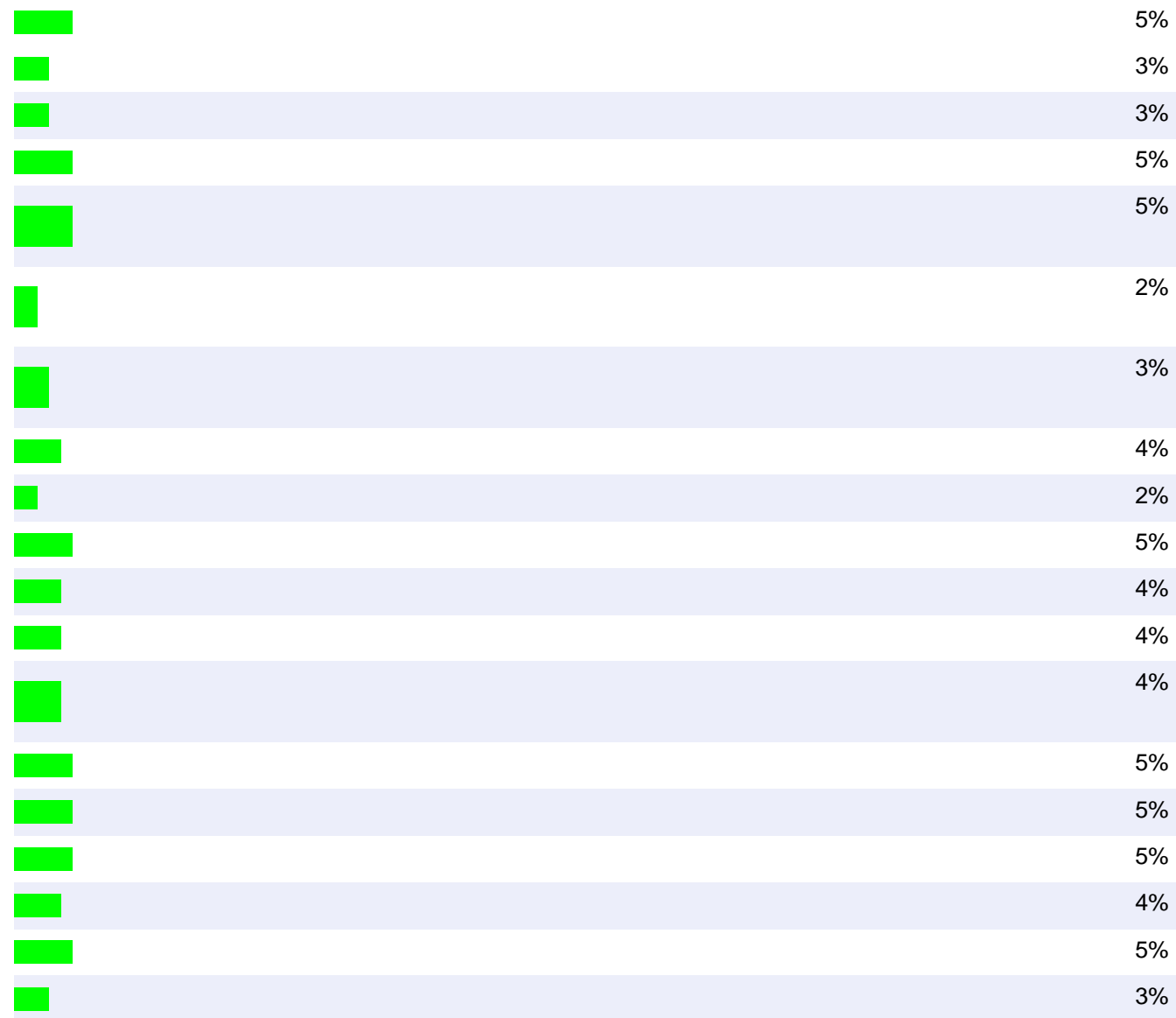
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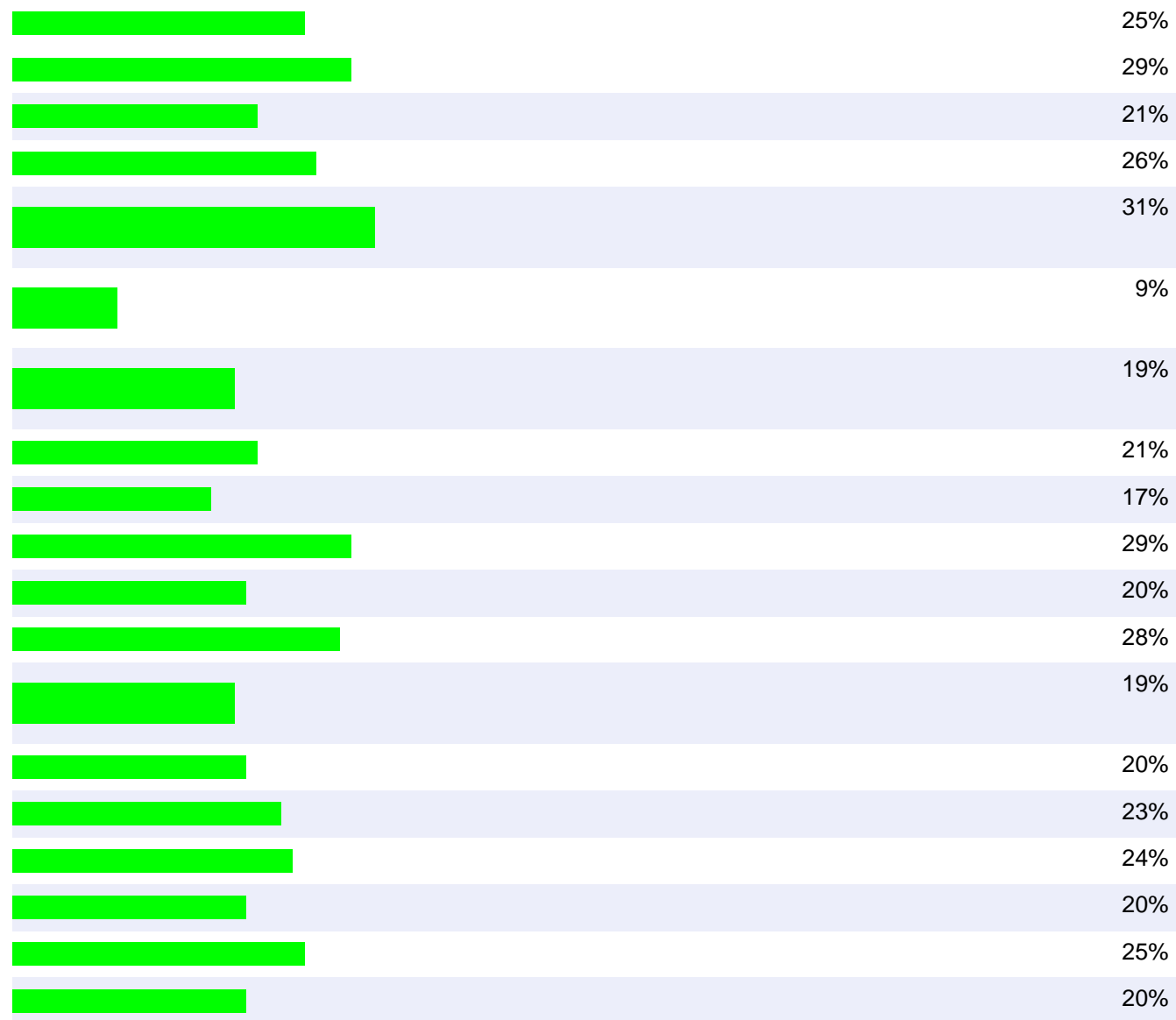
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

Between 100 and 299

300 or more

300 or more

300 or more

300 or more

300 or more

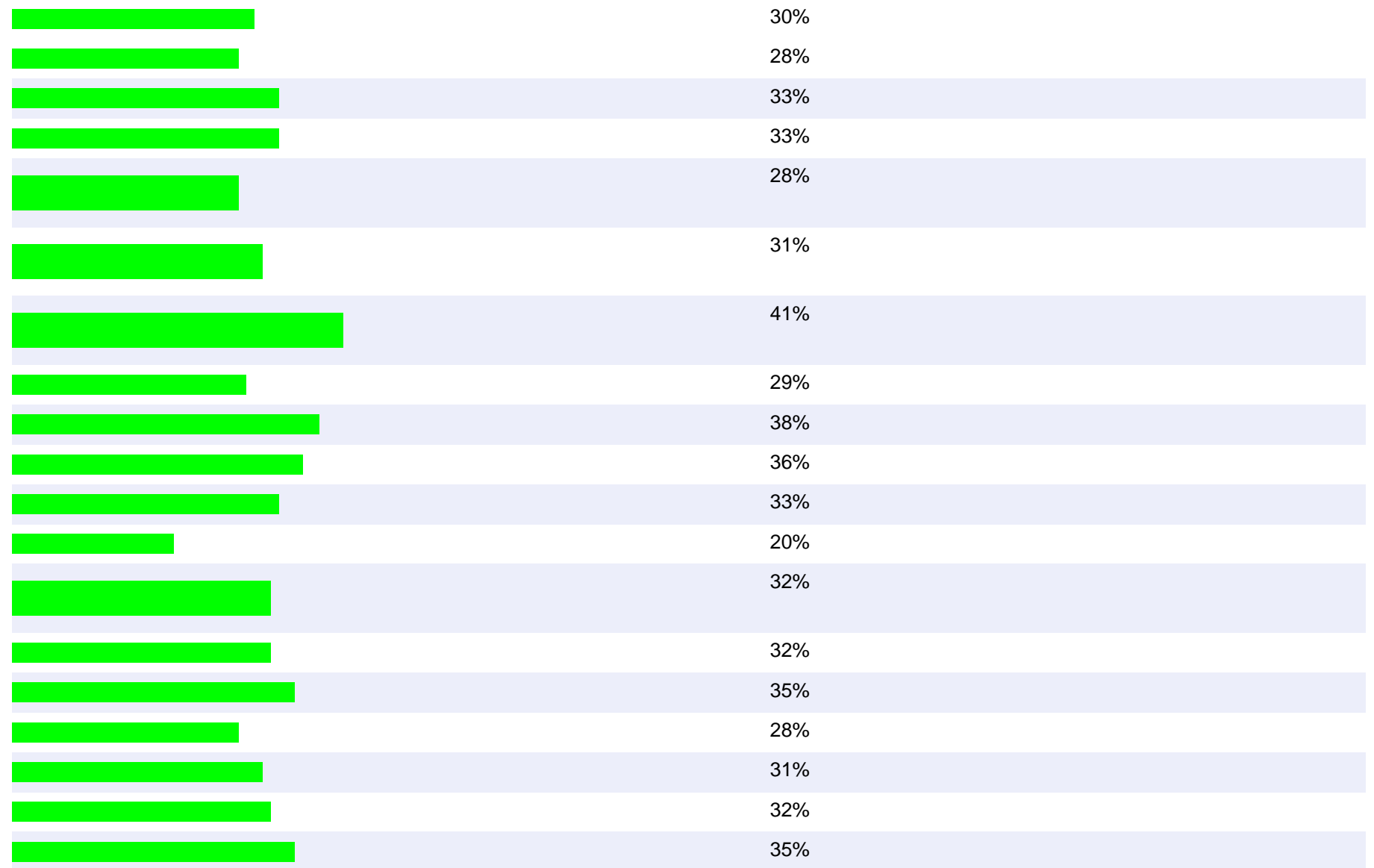
300 or more

300 or more

Between 100 and 299

MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)







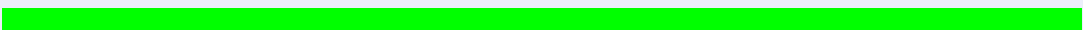






MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | | |
|--------|----------------------------------|------------------|
| 220090 | MILFORD REGIONAL MEDICAL CENTER | MILFORD |
| 220105 | WINCHESTER HOSPITAL | WINCHESTER |
| 220110 | BRIGHAM AND WOMEN'S HOSPITAL | BOSTON |
| 220119 | FAULKNER HOSPITAL | BOSTON |
| 221303 | ATHOL MEMORIAL HOSPITAL | ATHOL |
| 220020 | SAINT ANNE'S HOSPITAL | FALL RIVER |
| 220084 | EMERSON HOSPITAL | W CONCORD |
| 220088 | NEW ENGLAND BAPTIST HOSPITAL | BOSTON |
| 221302 | FAIRVIEW HOSPITAL | GREAT BARRINGTON |
| 220058 | CLINTON HOSPITAL ASSOCIATION | CLINTON |
| 220177 | NANTUCKET COTTAGE HOSPITAL | NANTUCKET |
| 220062 | ADCARE HOSPITAL OF WORCESTER INC | WORCESTER |
| 220162 | DANA-FARBER CANCER INSTITUTE | BOSTON |
| 223302 | CHILDREN'S HOSPITAL BOSTON | BOSTON |

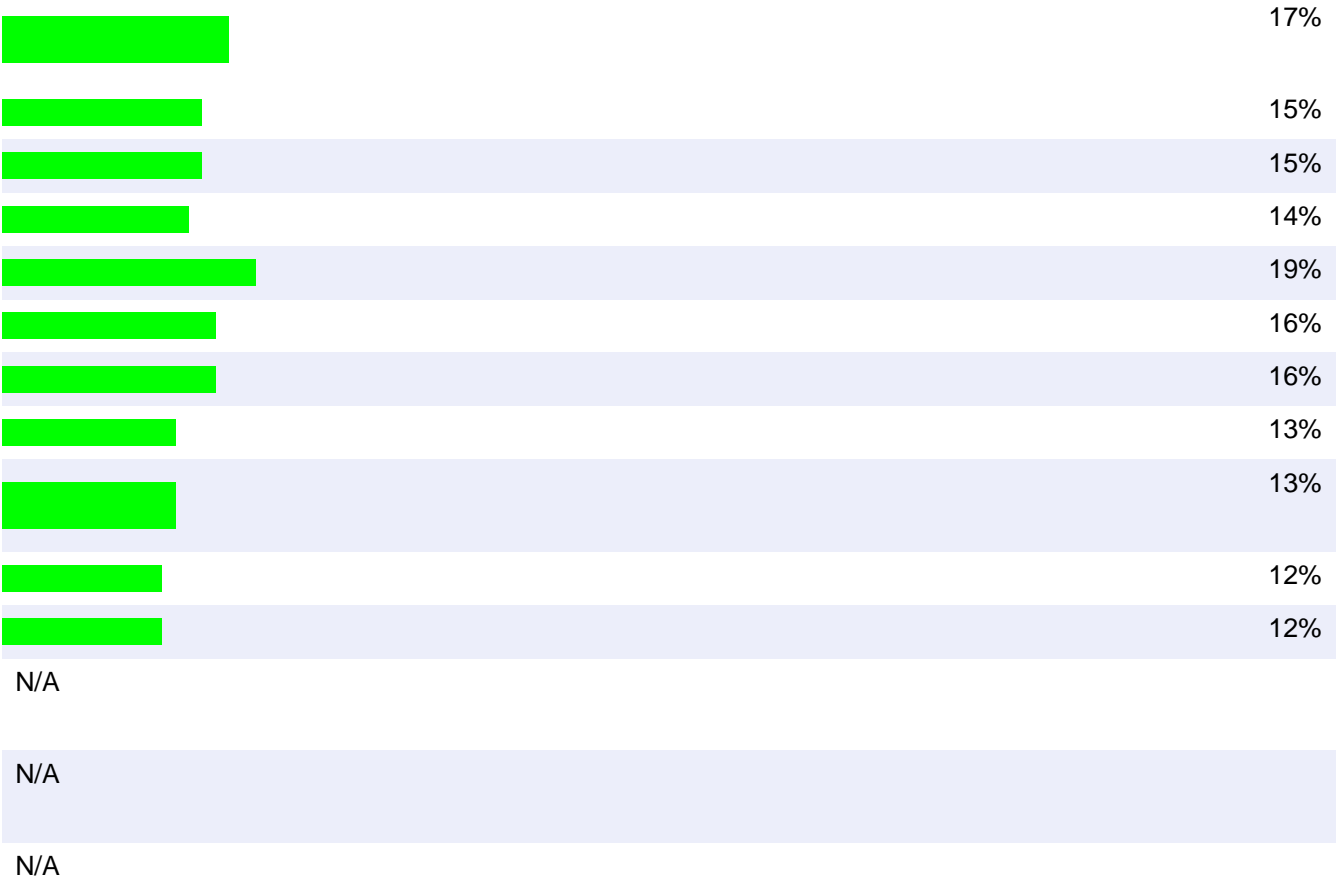
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | | |
|----|--|-----|
| MA |  | 81% |
| MA |  | 81% |
| MA |  | 81% |
| MA |  | 81% |
| MA |  | 81% |
| MA |  | 82% |
| MA |  | 82% |
| MA |  | 84% |
| MA |  | 86% |
| MA |  | 87% |
| MA |  | 87% |
| MA | N/A | |
| MA | N/A | |
| MA | N/A | |

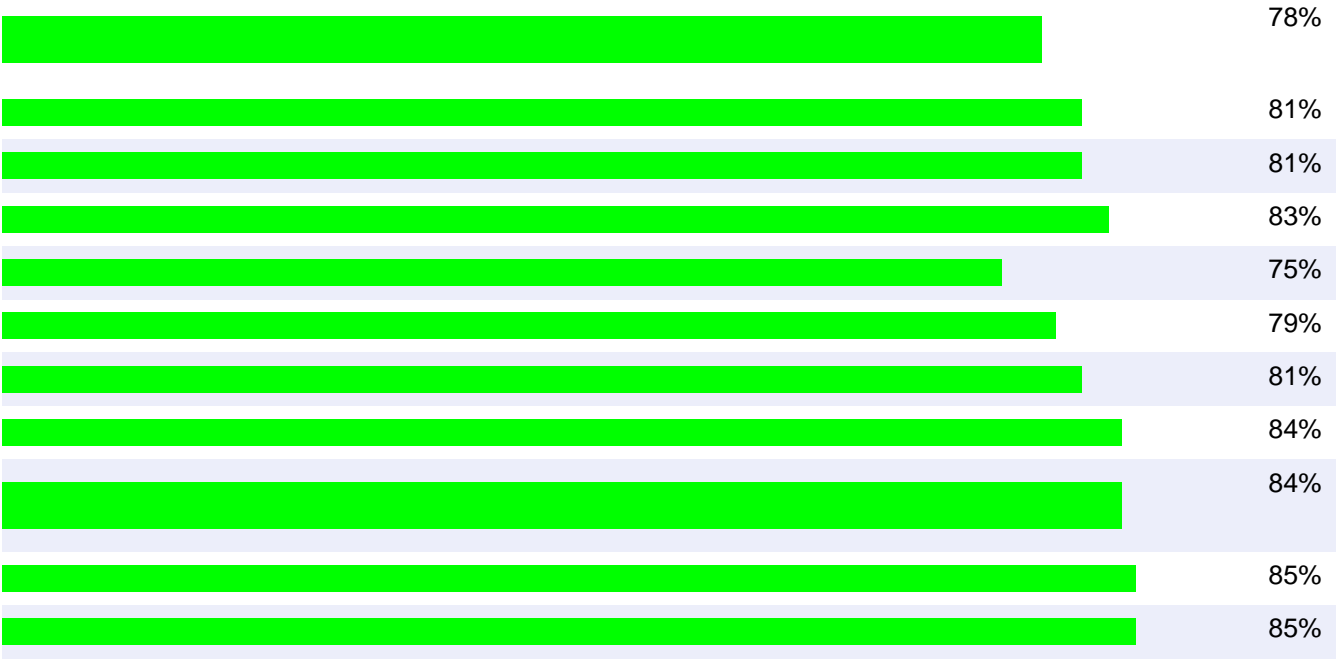
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



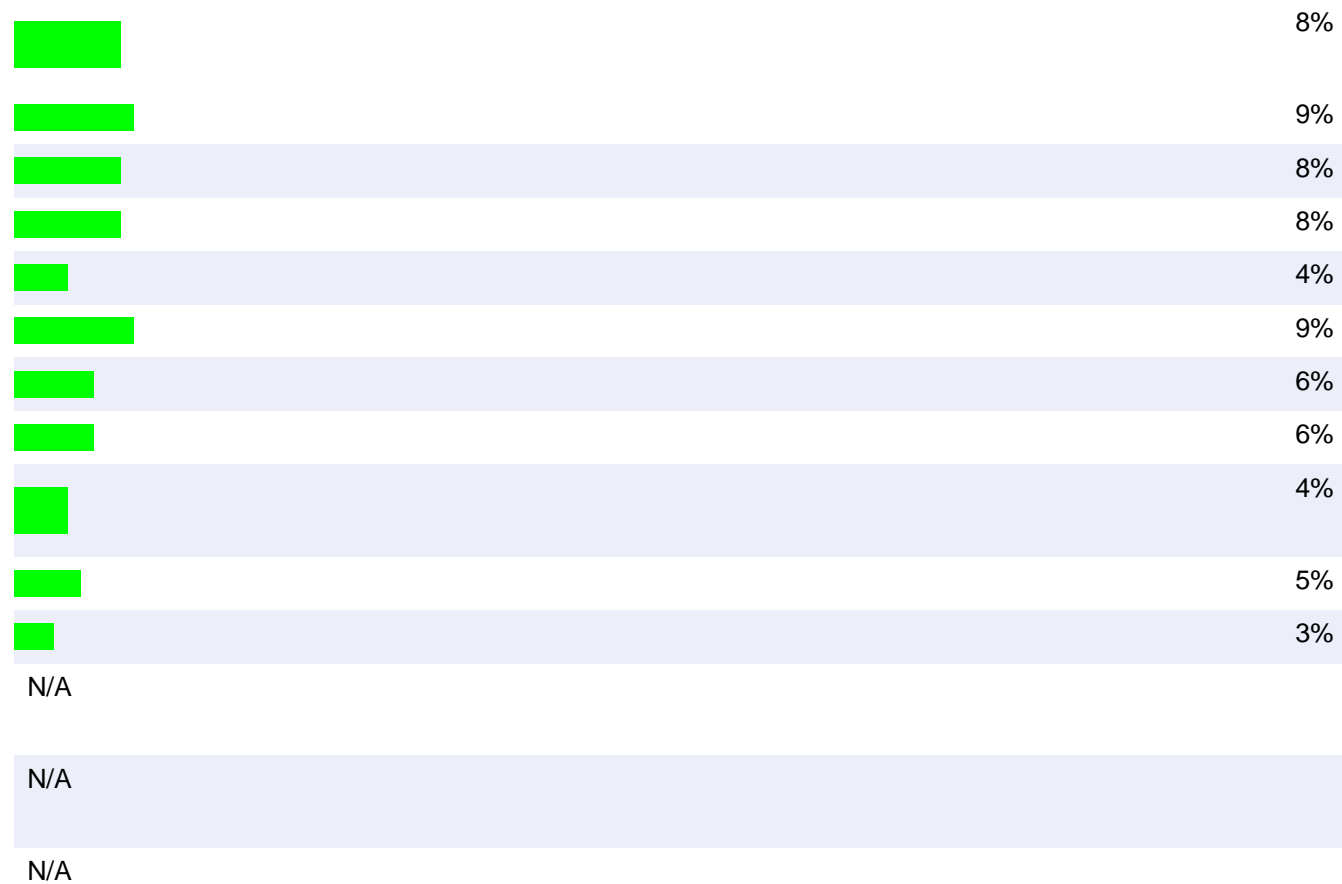
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N/A

N/A

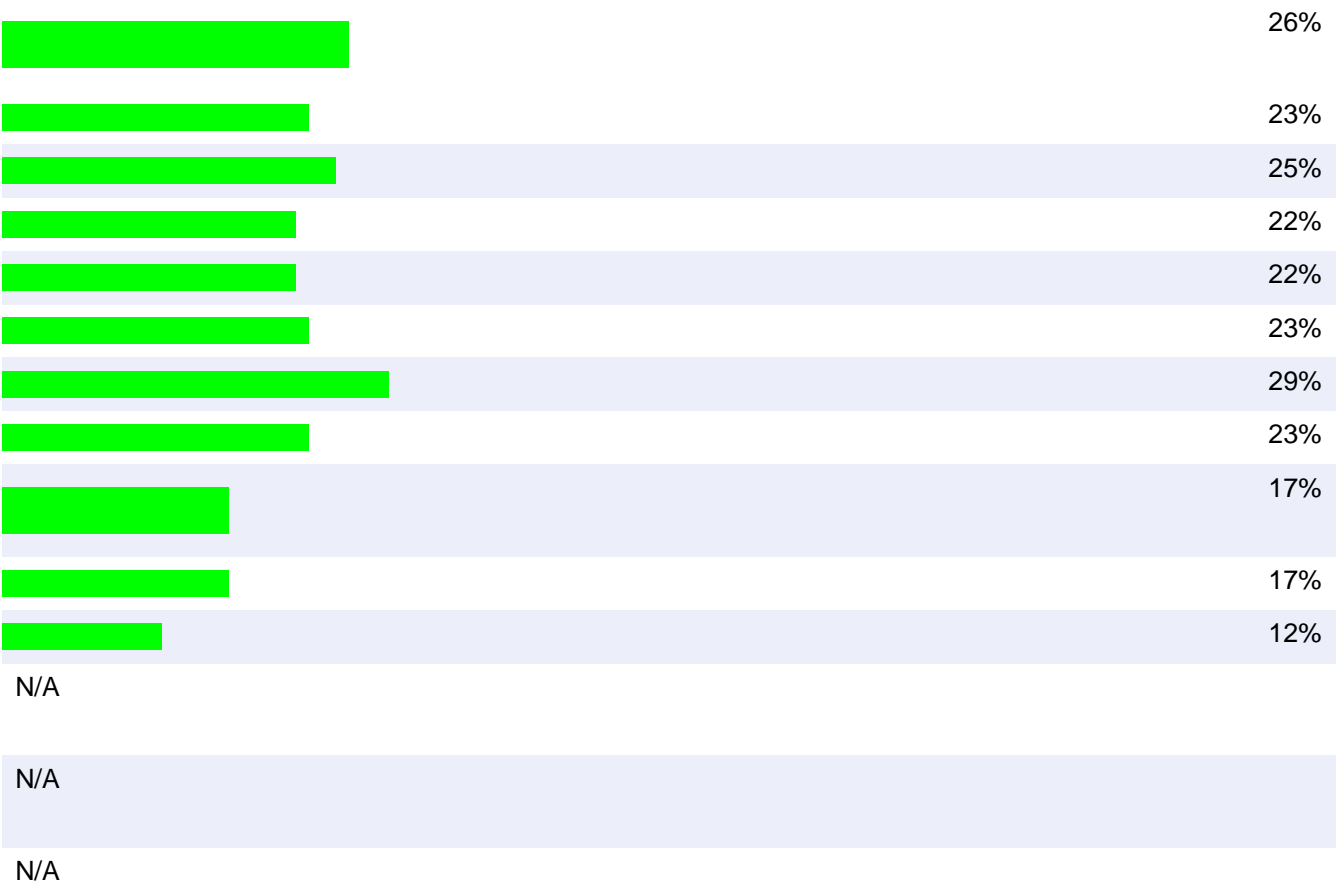
MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



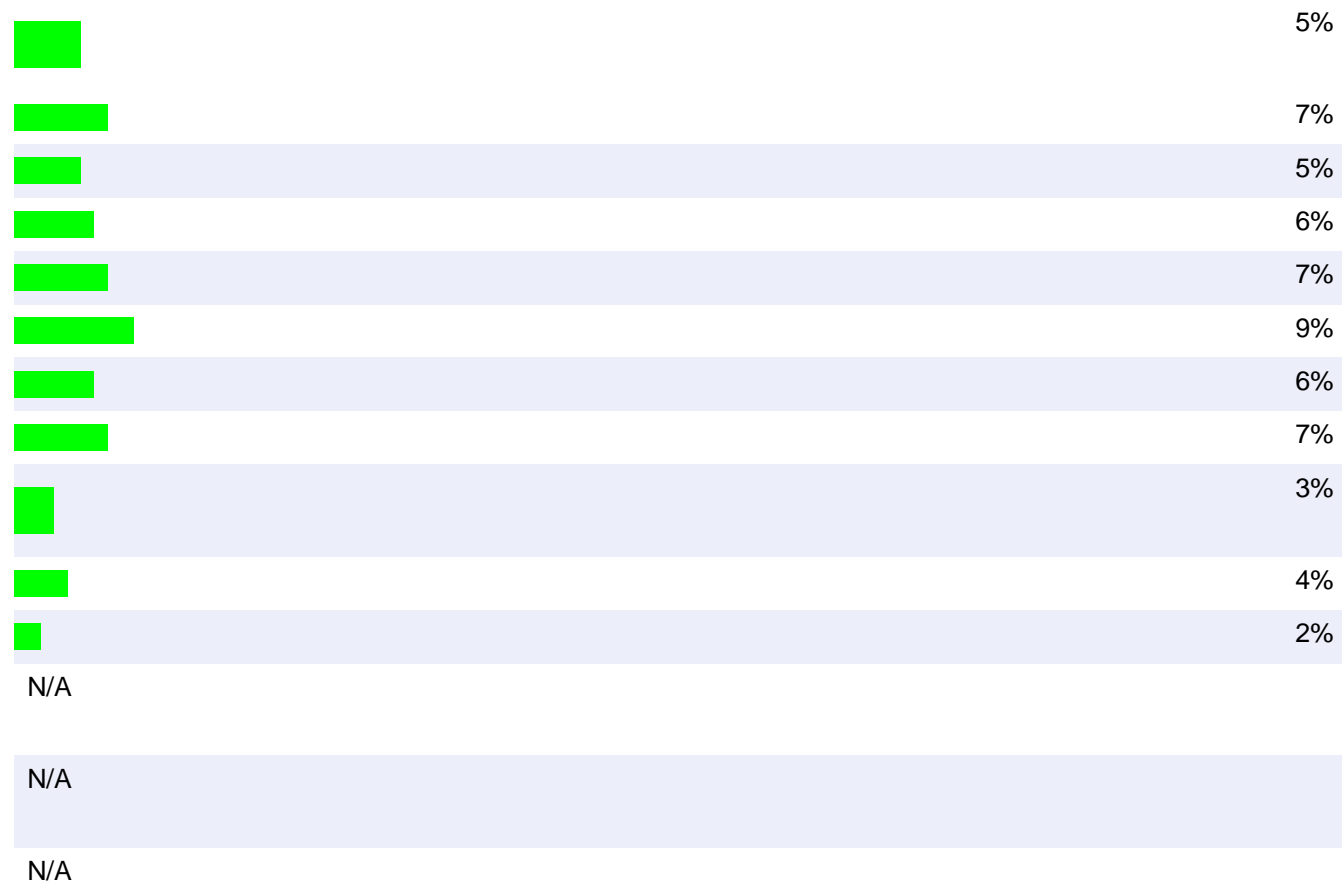
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N/A

N/A

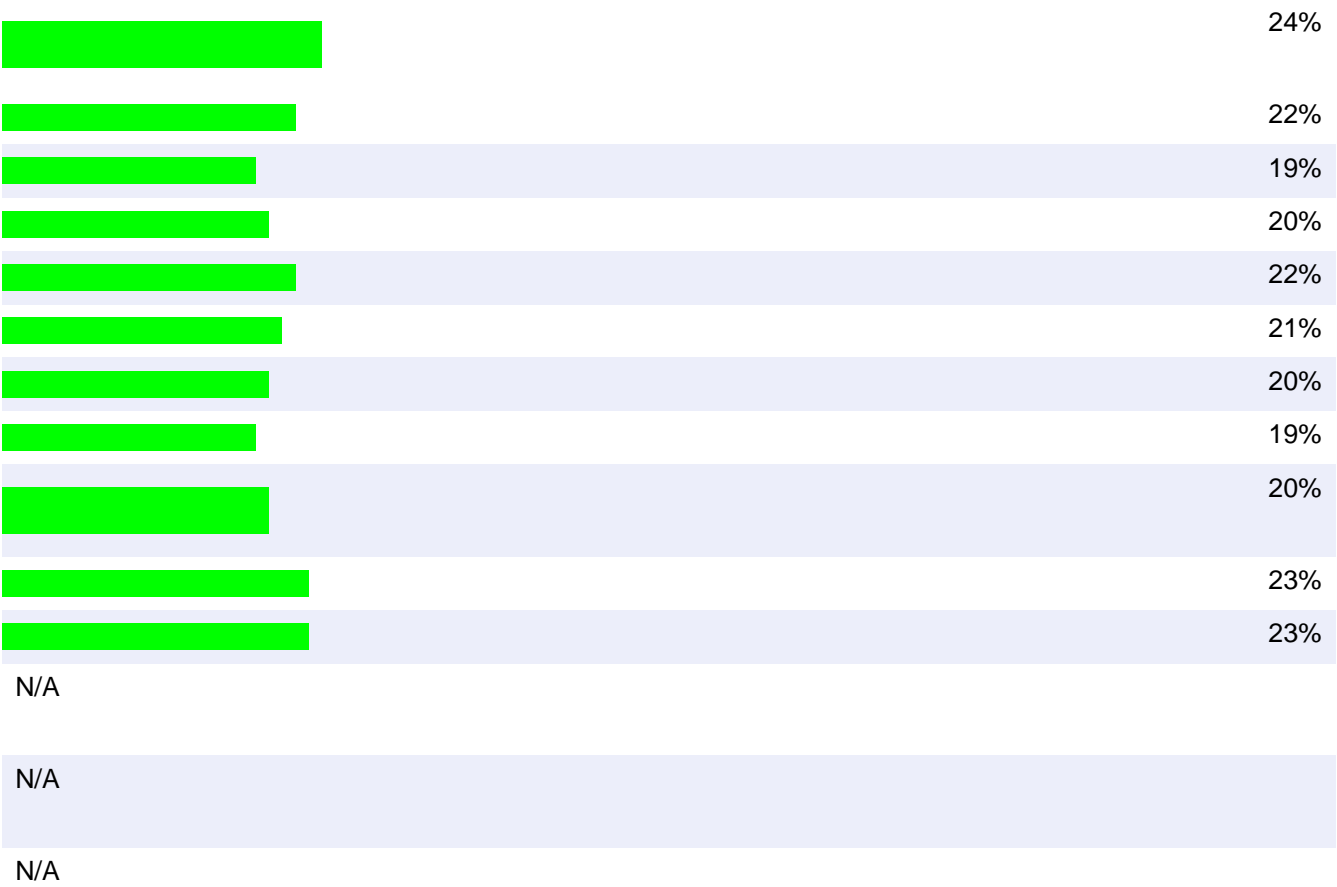
MA HCAHPS 1

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MA HCAHPS 1

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MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



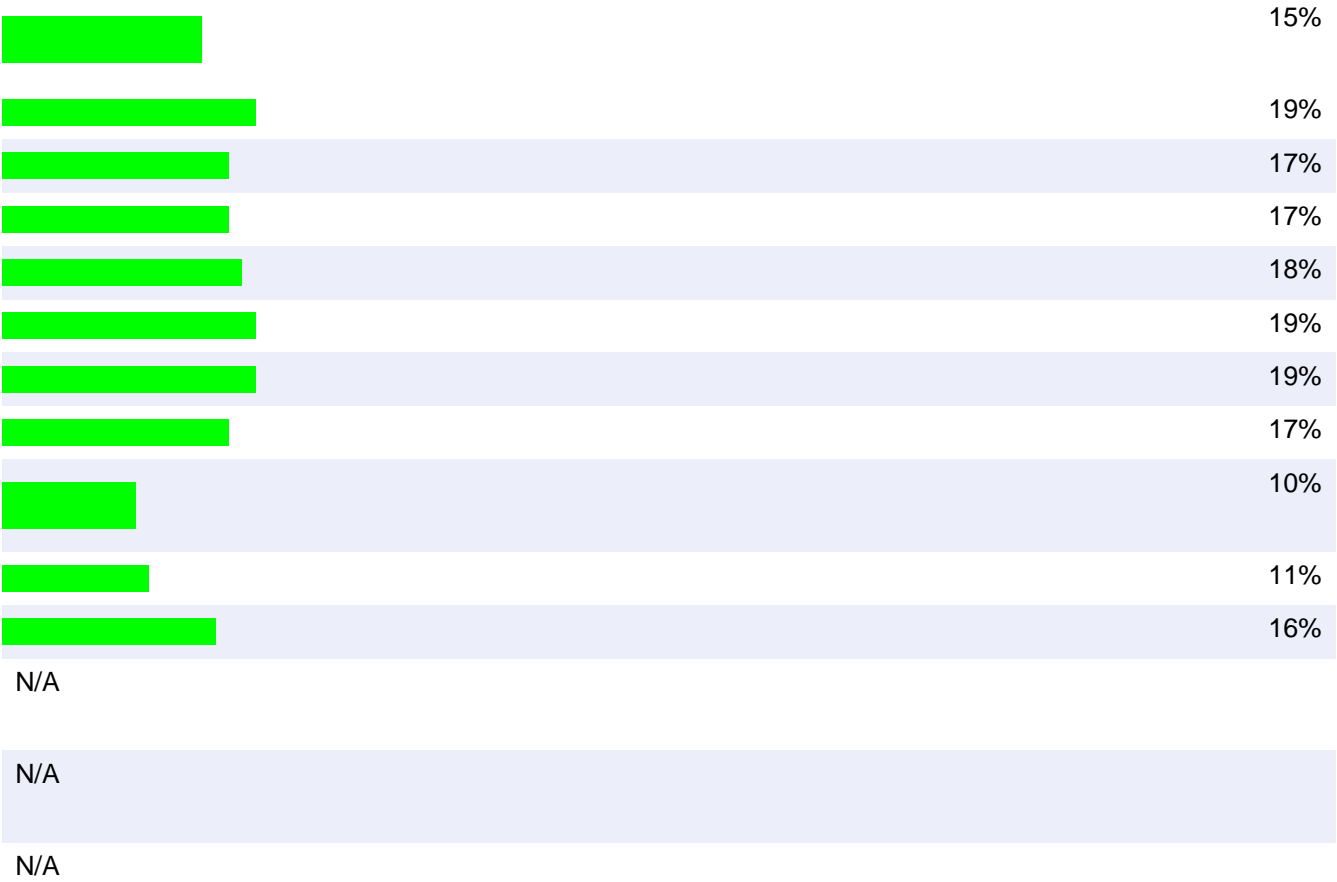
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N/A

N/A

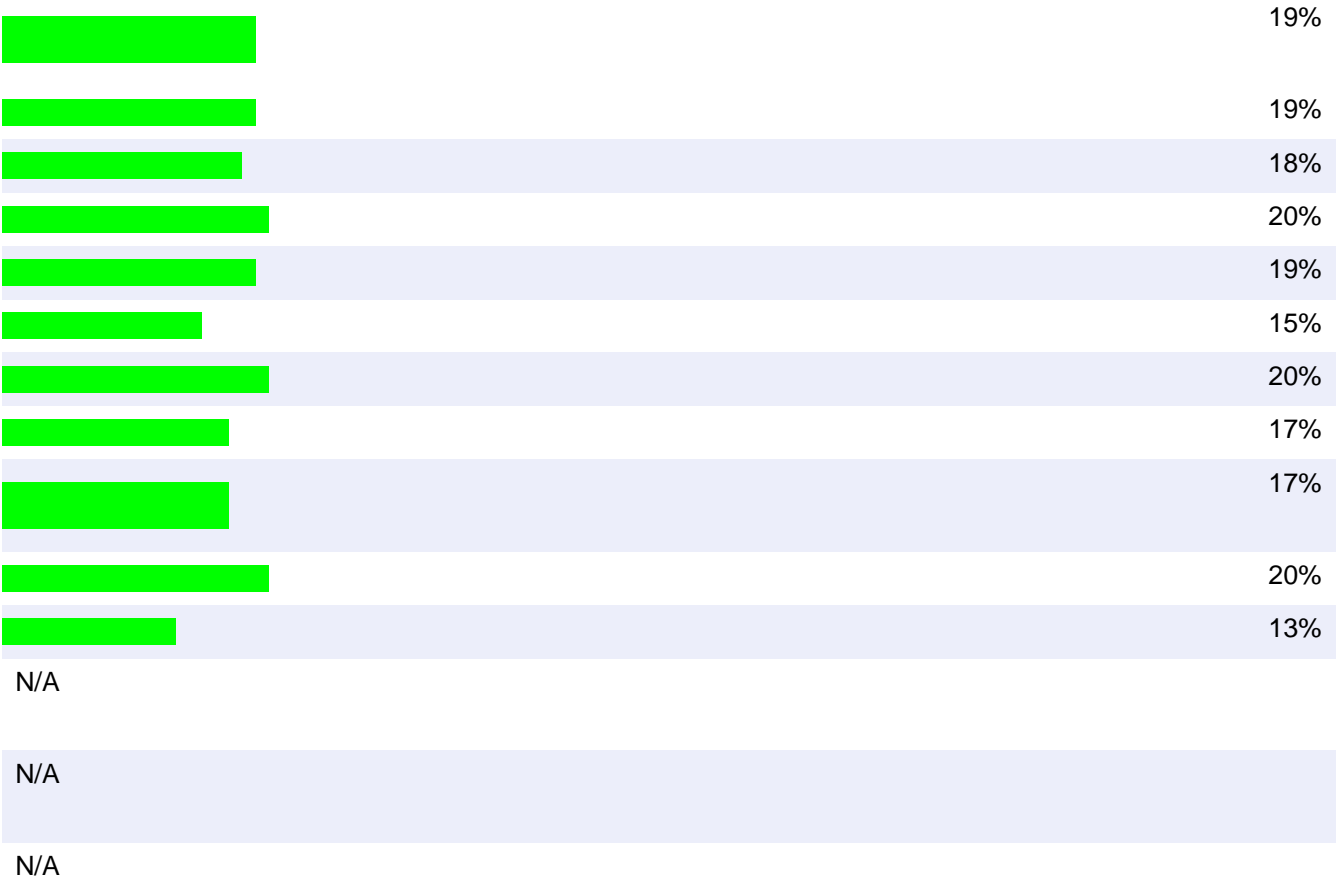
MA HCAHPS 1

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MA HCAHPS 1

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MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



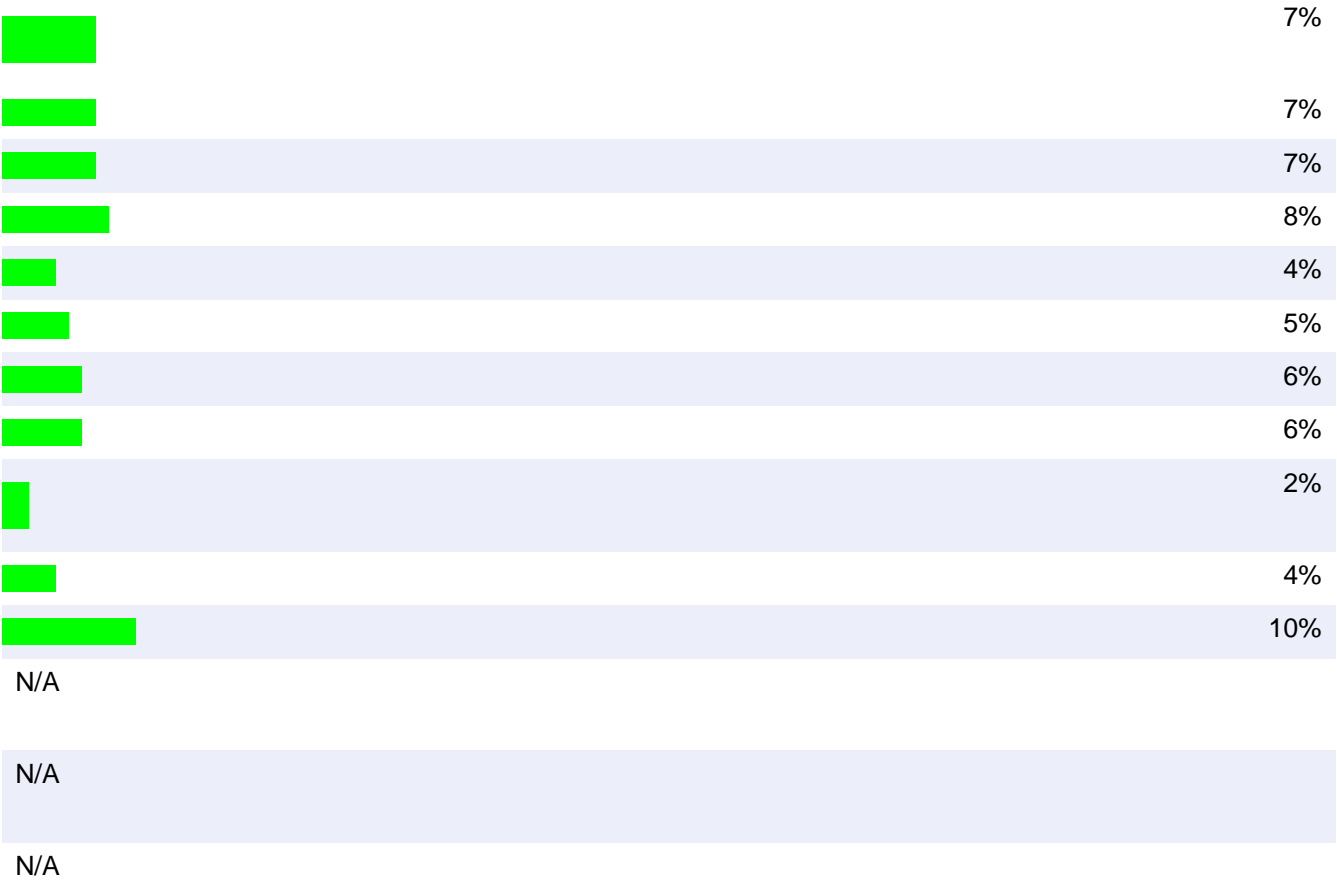
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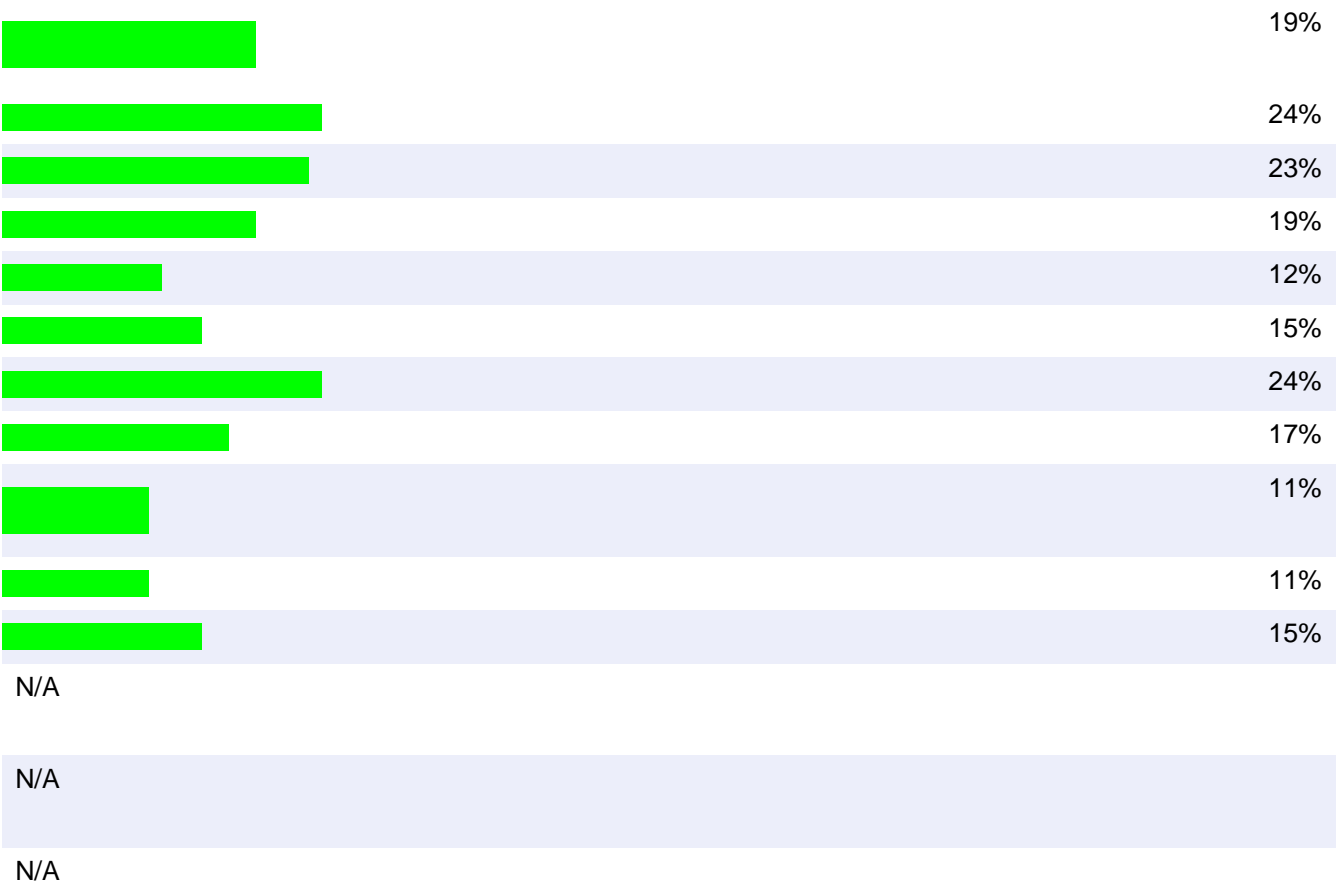
MA HCAHPS 1

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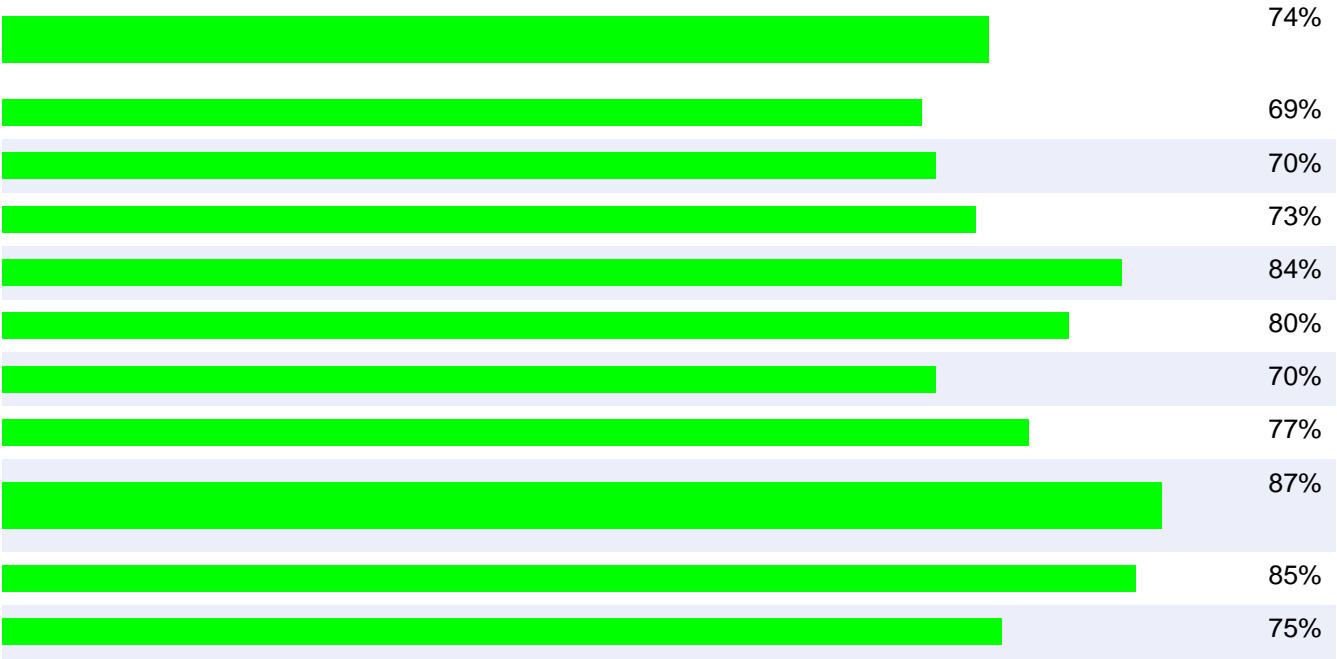
MA HCAHPS 1

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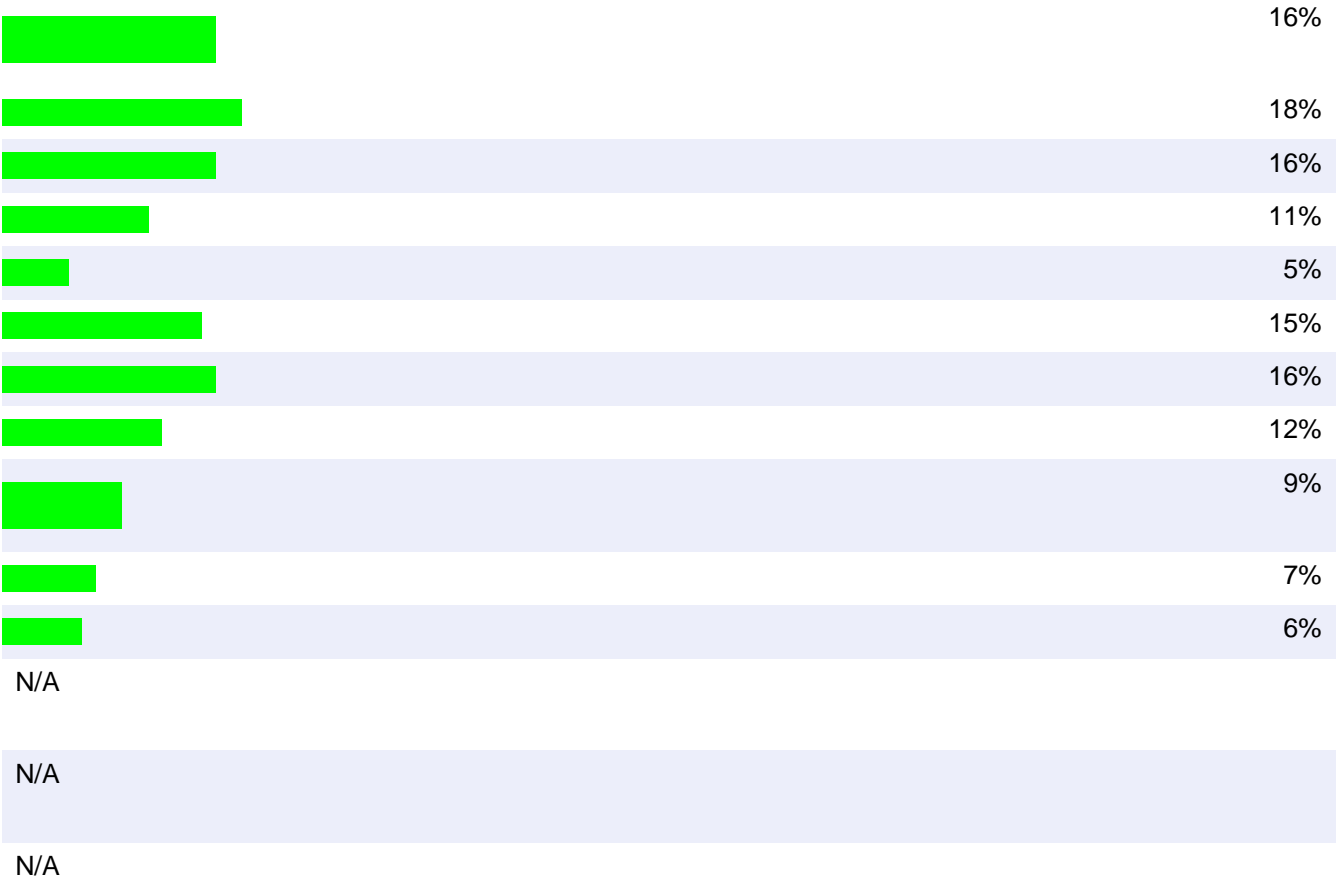
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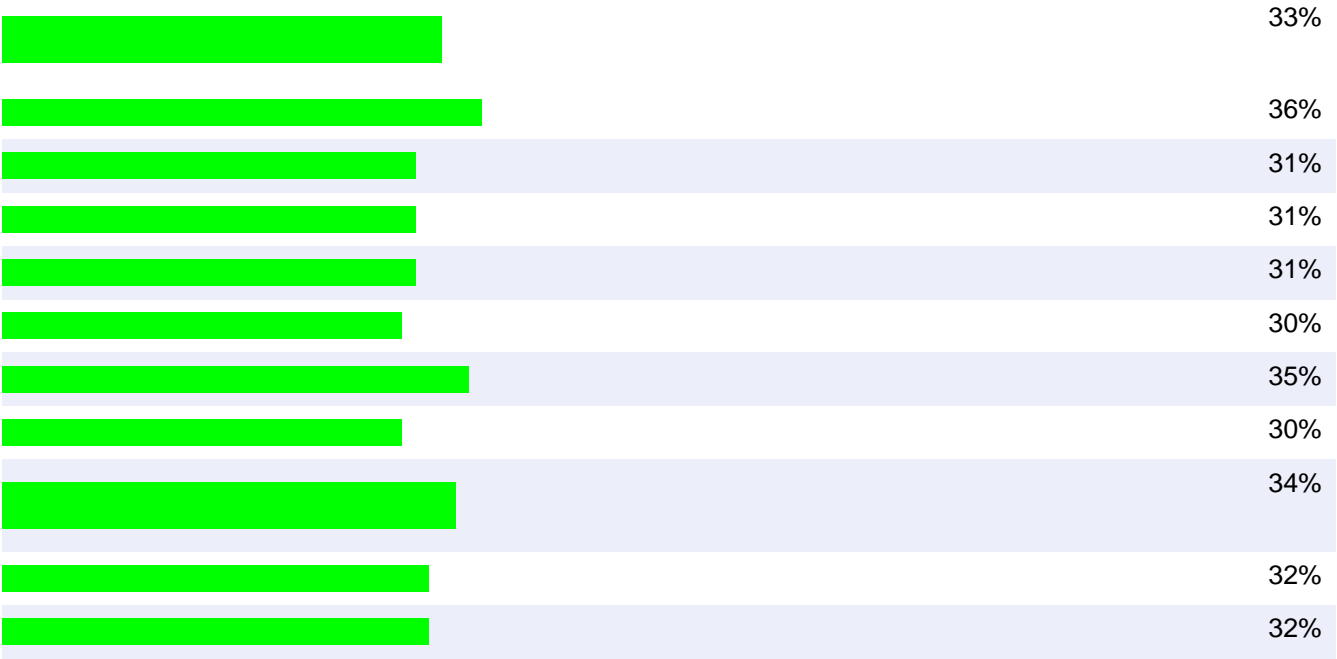
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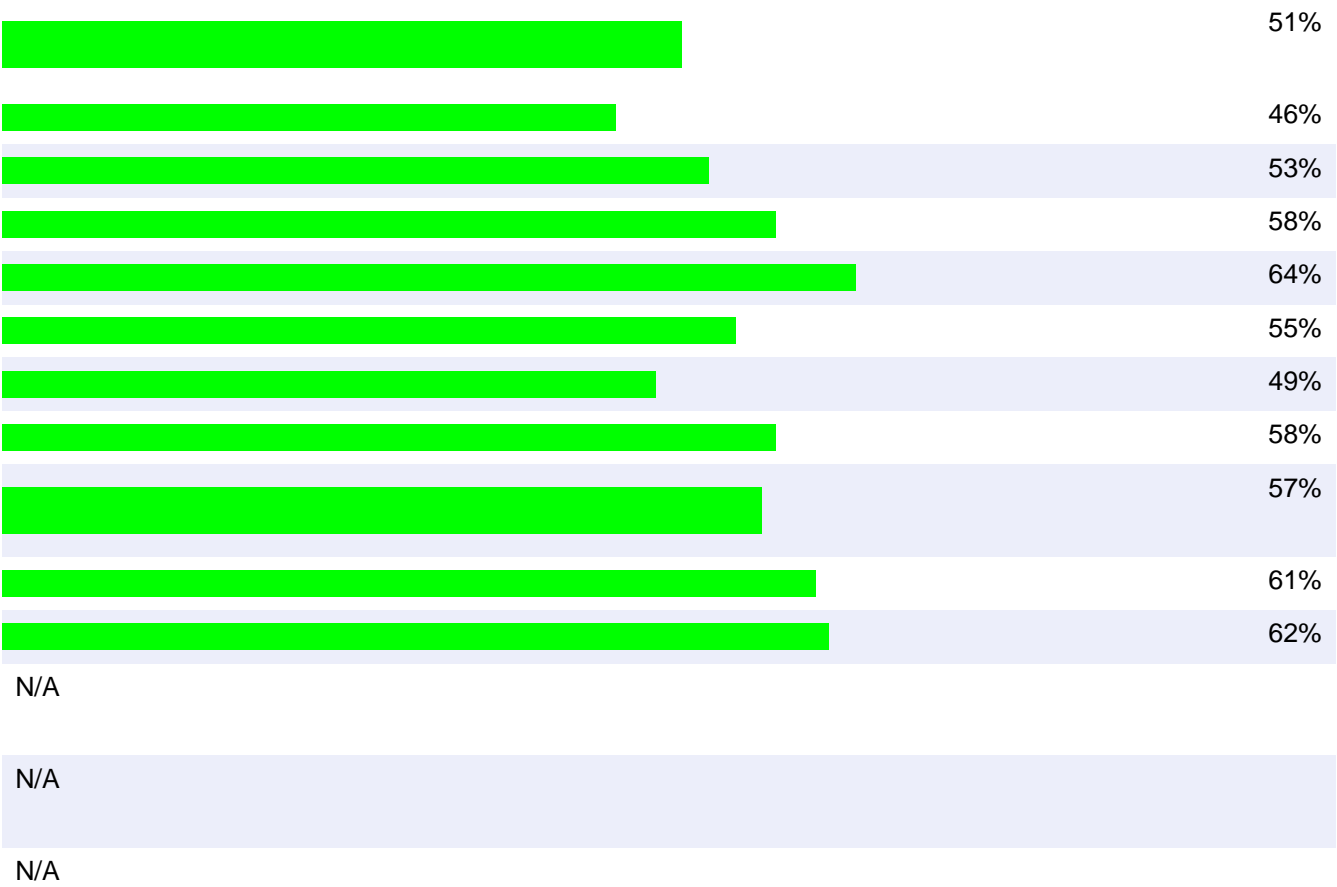
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N/A

N/A

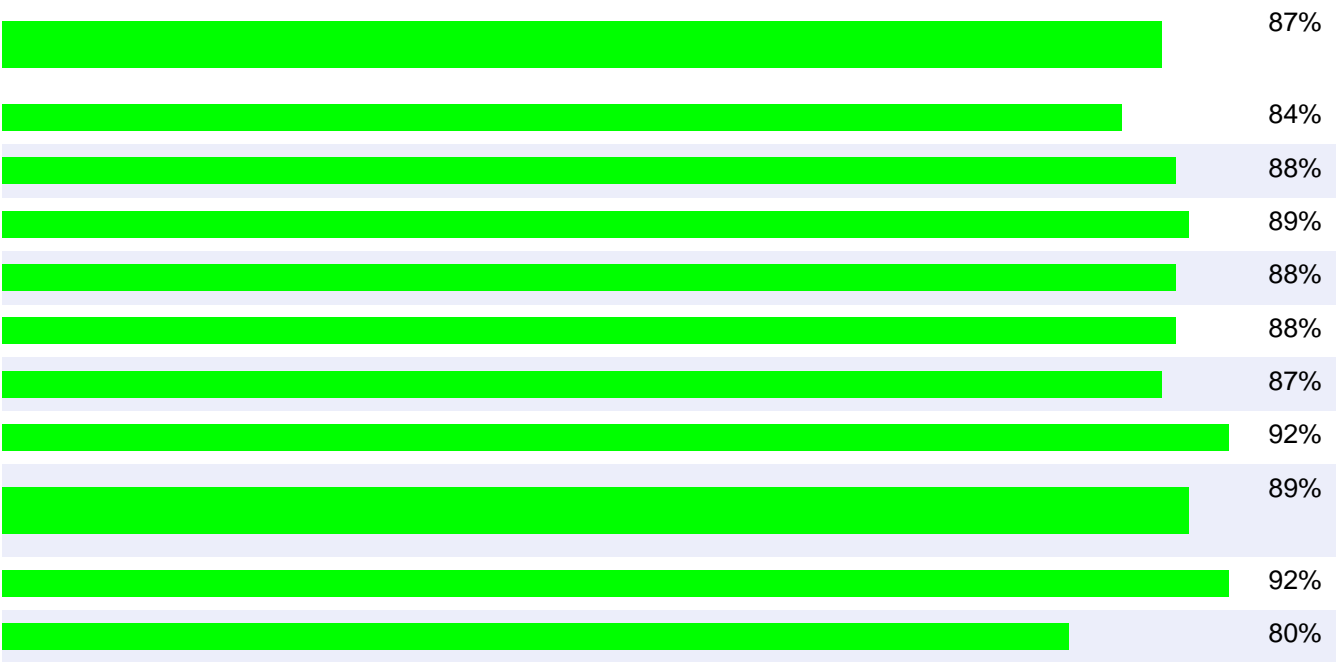
MA HCAHPS 1

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MA HCAHPS 1

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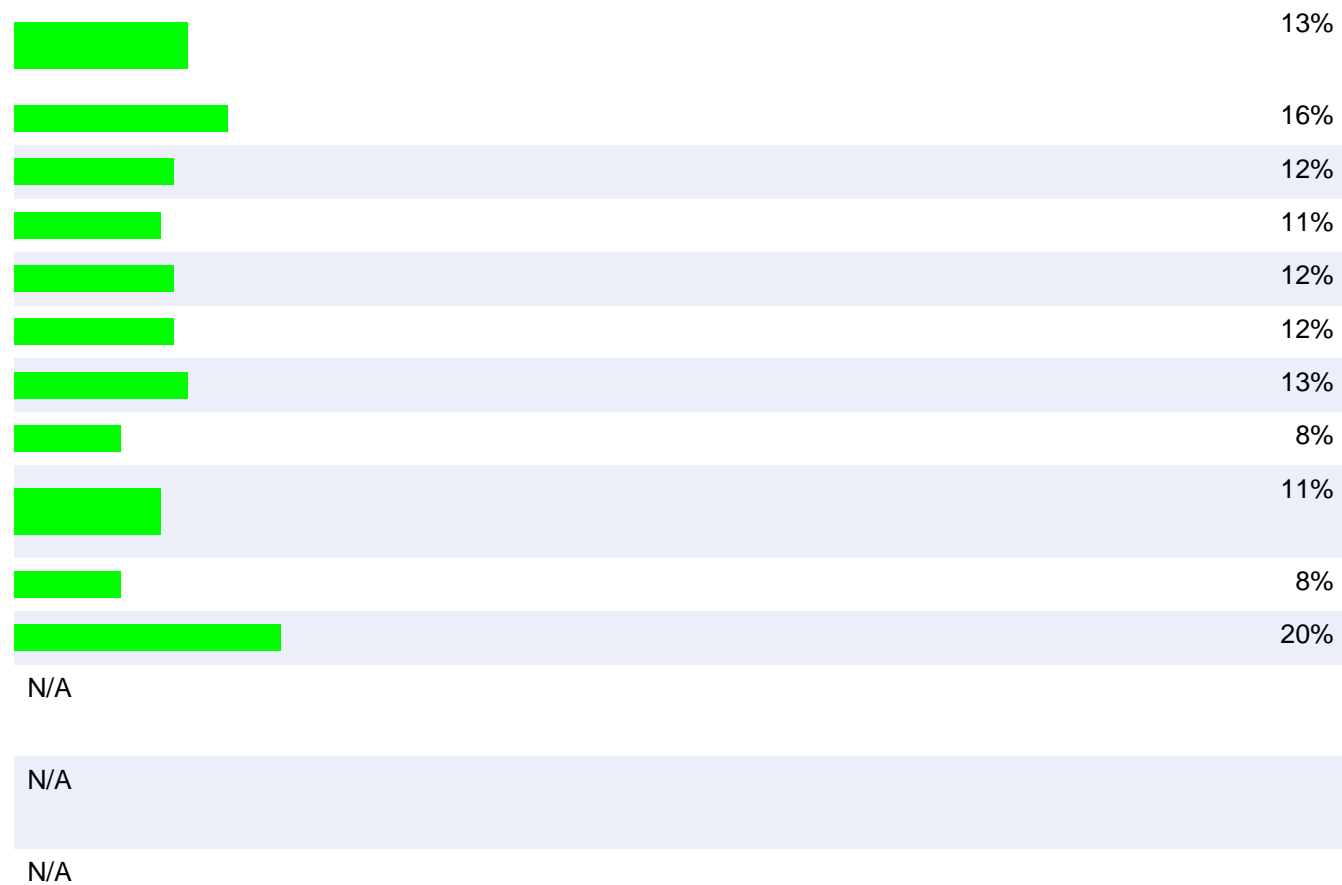
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N/A

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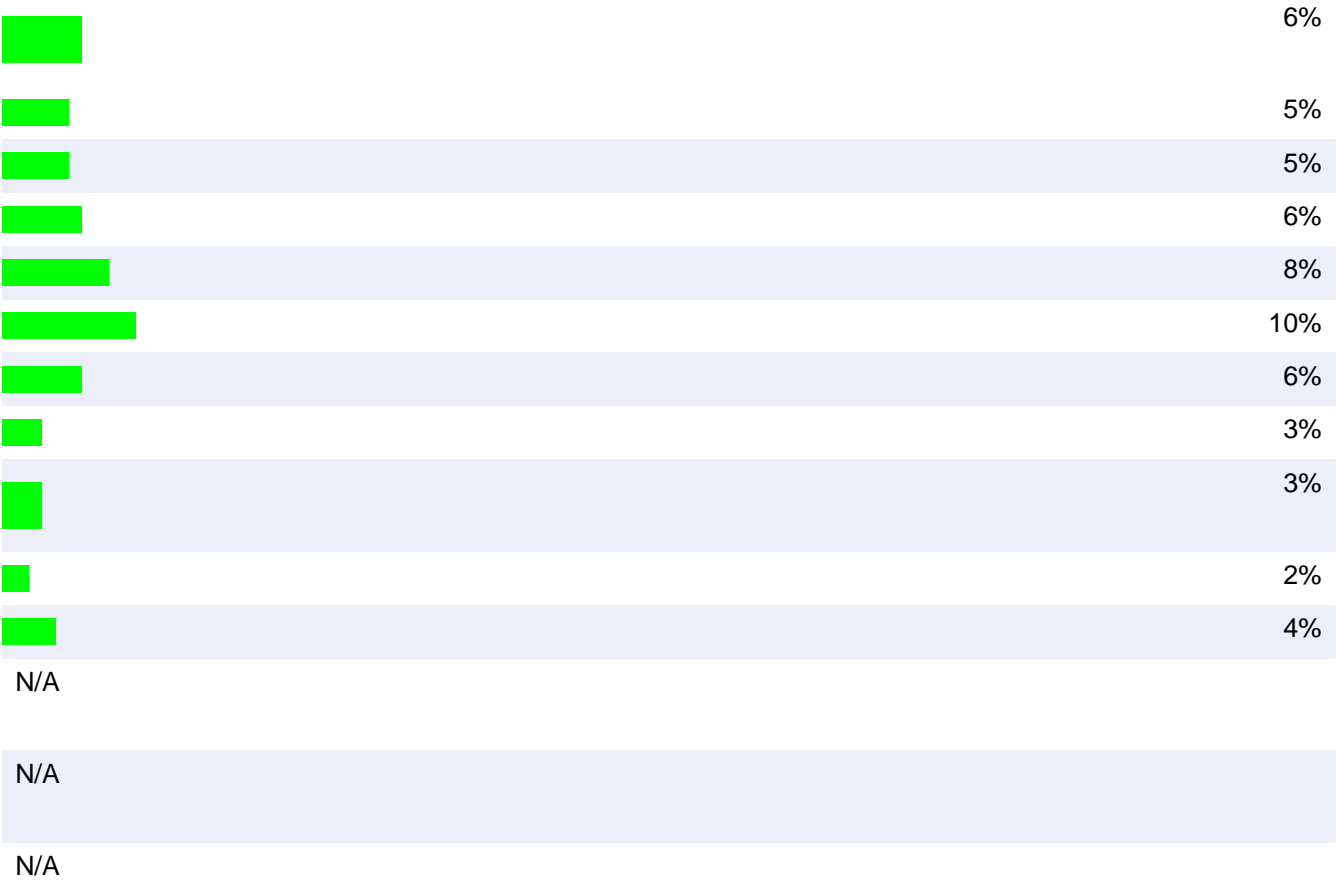
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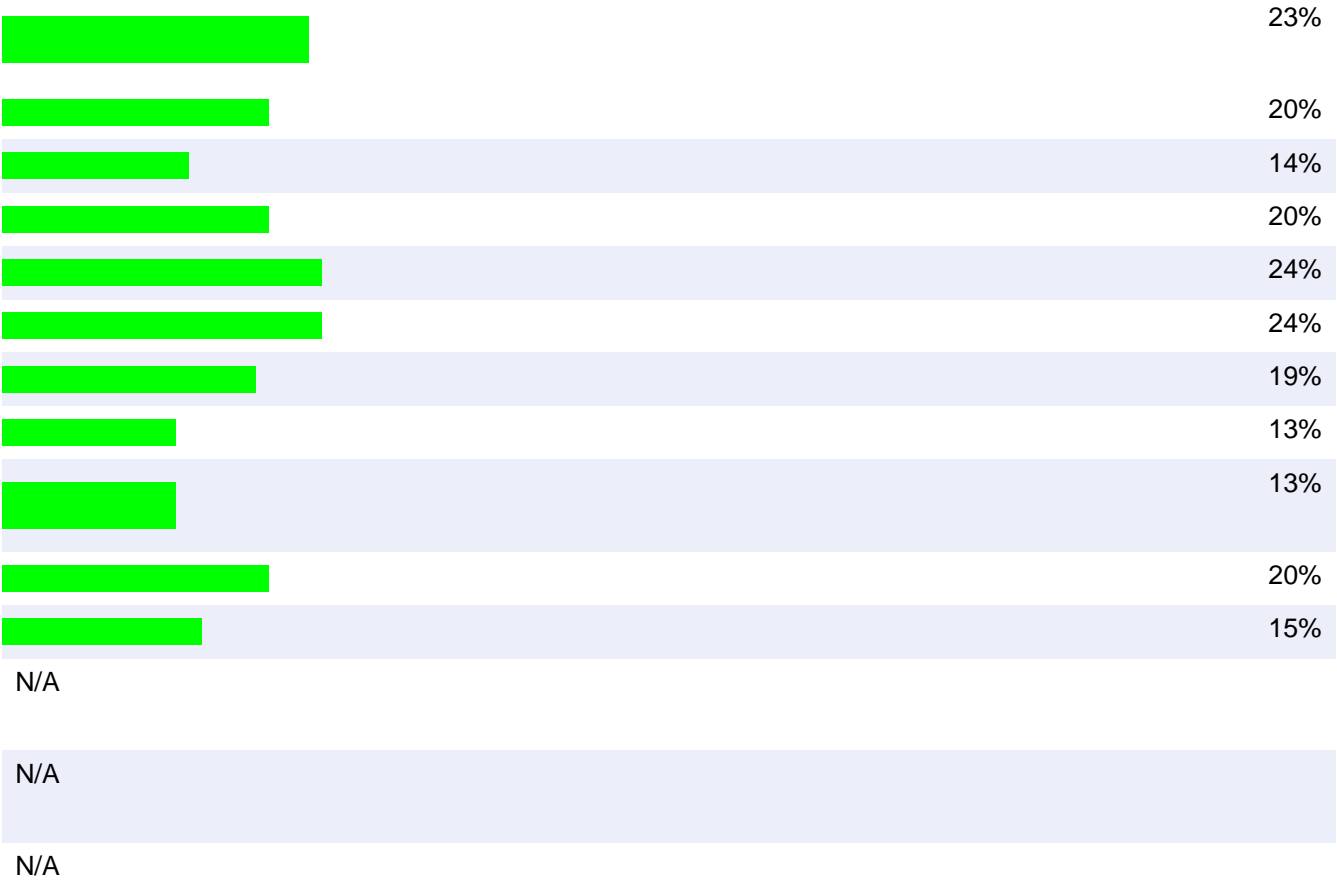
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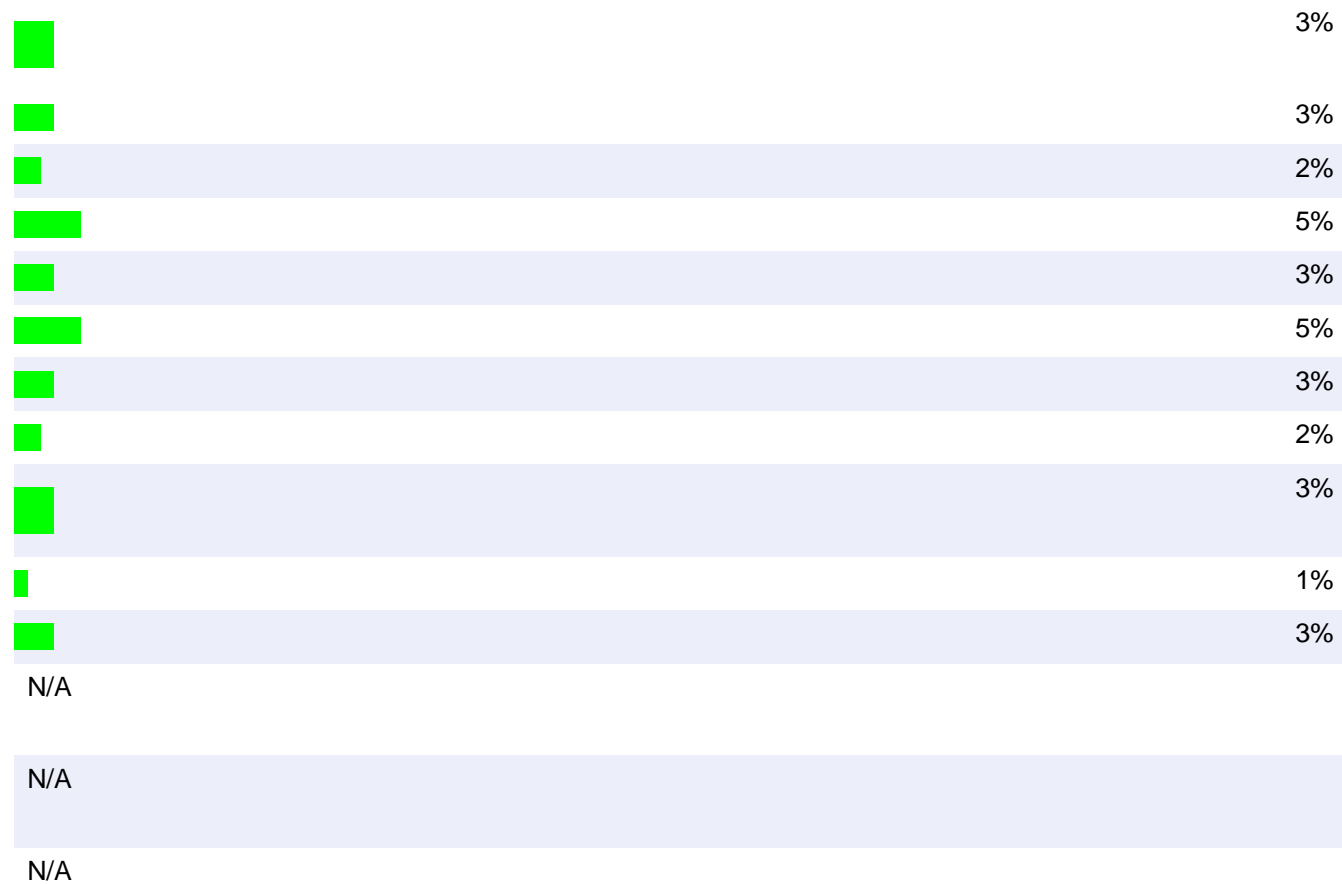
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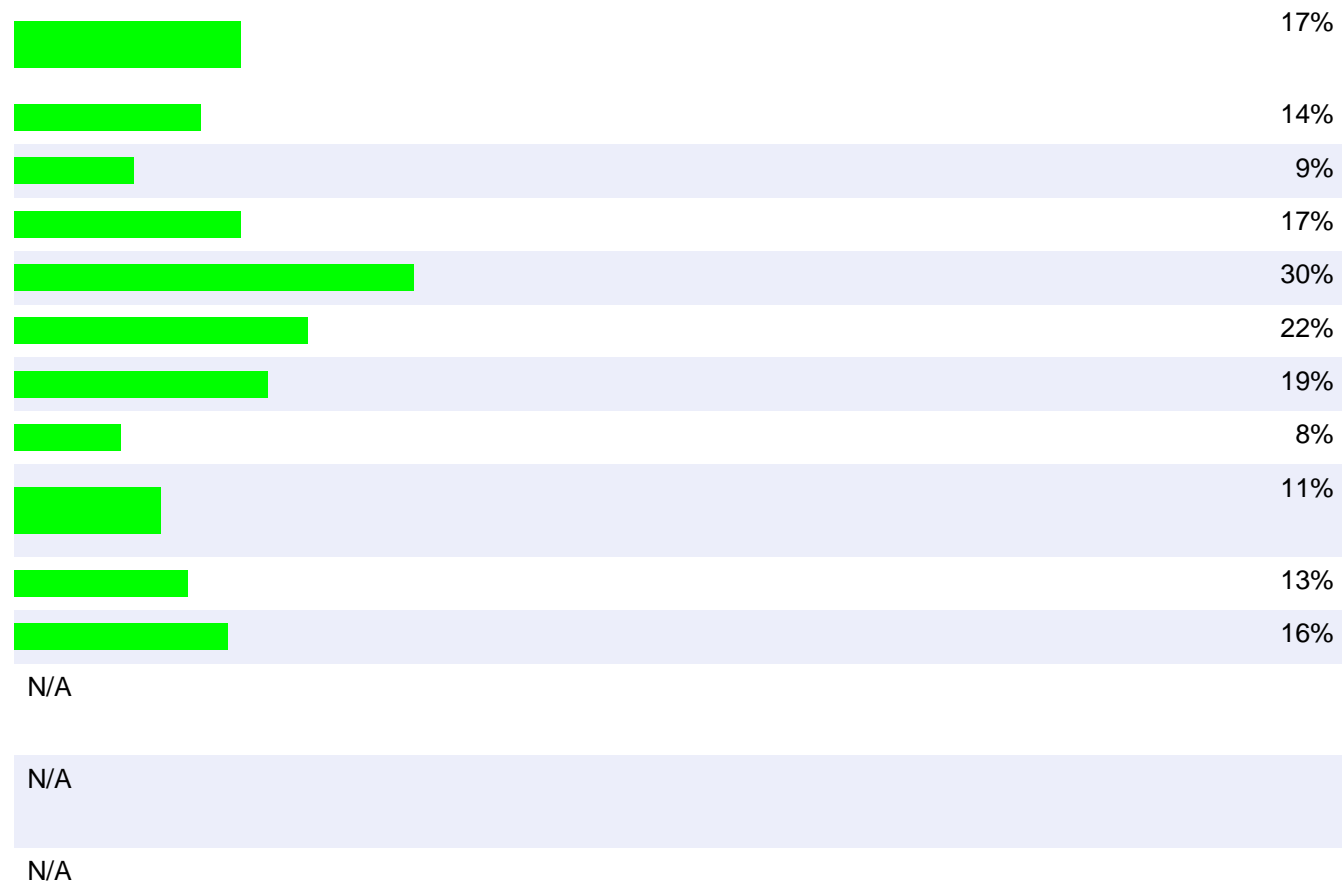
MA HCAHPS 1

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MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)



N/A

N/A

N/A

MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more



300 or more



300 or more



300 or more



Between 100 and 299



N/A



N/A

MA HCAHPS 1

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | |
|-----|---|
| | 37% |
| | 37% |
| | 37% |
| | 35% |
| | 43% |
| | 30% |
| | 45% |
| | 57% |
| | 39% |
| | 28% |
| | 31% |
| N/A | No or very few patients were eligible for the HCAHPS survey |
| N/A | Survey results are not available for this reporting period |
| N/A | Survey results are not available for this reporting period |